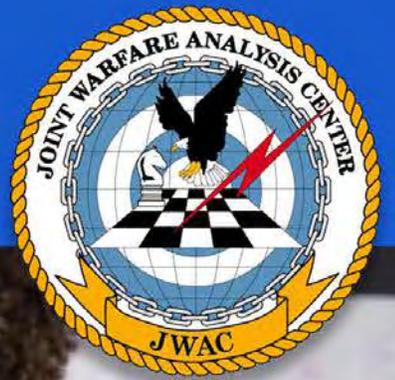


Joint Warfare Analysis Center New Employee Handbook

2021



New Employee Handbook 2021

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United States Navy Biography

**CAPT Eric R. Johnson, Director
JOINT WARFARE ANALYSIS CENTER
DAHLGREN, VIRGINIA**

A native of Minneapolis, Minnesota and a 1992 graduate of the University of St. Thomas. CAPT Eric R. Johnson holds a Master of Science degree from Syracuse University in Information Management, a Masters of Business Administration and a Master of Arts in Computer Resources and Information Management from Webster University, a Federal Chief Information Officer certificate, and is a member of the Defense Acquisition Corps and Space Cadre. He was designated a Naval Flight Officer in 1995 and an Information Professional in 2002.

His sea duty and theater tours include Patrol Squadron EIGHT (VP-8), where he deployed three times to multiple locations globally as a naval aviator, International Security Assistance Forces (ISAF), Headquarters Afghanistan serving as the Combined Joint Communication and Information Systems (CIS) Deputy Director of Operations, and Carrier Strike Group TWELVE aboard USS Enterprise (CVN 65) deployed to the Arabian Gulf as the Deputy N6 and Battle Watch Captain.



Ashore, he served as the Operations Officer for Fleet Area Control and Surveillance Facility Jacksonville, Chief Information Officer at BUPERS Sea Duty Component, Deputy Director, CIS/N6 Directorate, Commander, U.S. SECOND Fleet, Deputy Director Global SATCOM Support Center, U.S. Cyber Command and the Chief, Cyberspace Current Operations Division, North American Aerospace Defense Command (NORAD) and U.S Northern Command.

His leadership tours include Executive Officer, Naval Computer and Telecommunications Station, Bahrain; Officer in Charge, Afloat Communications aboard USS Wasp (LHD-1); Chief Staff Officer, Naval Computer and Telecommunications Area Master Station Pacific, Wahiawa, Hawaii; Commanding Officer, Joint Interoperability Test Command and DISA Test & Evaluation Executive, Ft. Huachuca, Arizona; Chief of Staff, Naval Information Forces, Suffolk, Virginia; and Director, Joint Warfare Analysis Center, Dahlgren, Virginia.

His military decorations include the Defense Superior Service Medal, Legion of Merit, Defense Meritorious Service Medal, Meritorious Service Medal, Air Medal, Joint Service Commendation Medal, Navy Commendation Medal, Navy Achievement Medal, and various campaign and service medals.



BIOGRAPHY



UNITED STATES AIR FORCE

LIEUTENANT COLONEL DEAN E. BERCK

Lt. Col. Dean E. Berck is the Deputy Director, United States Strategic Command, Joint Warfare Analysis Center. He leads 388 operations research analysts, scientists, engineers and support staff chartered to deliver model-based systems engineering and in-depth targeting solutions to Department of Defense Warfighters.

He earned his commission through the United States Air Force Academy in 2000 with a bachelor's degree in Biochemistry. Colonel Berck is an Olmsted Scholar and an instructor pilot. When assigned to the Joint Staff J-5, he worked with inter-agency partners to ensure the CJCS was fully prepared for Latin American, National Guard, and Department of Homeland Security issues. As an Operations Support Squadron Commander, he led 225 Airmen in supporting Air Force F-15E combat readiness. Prior to joining JWAC, Col Berck designed and developed a prototype offensive cyber operations analytic tool as a CSAF Blue Horizons Fellow. The common threads in Colonel Berck's career are teaching, mentoring, and leading in diverse and transitioning environments.

He is a Command Pilot with more than 1850 hours in the F-15E Strike Eagle.

EDUCATION

2000 Bachelor of Science in Biochemistry, United States Air Force Academy, Colorado Springs, Colo.

2000 Aerospace Basic Course, Maxwell Air Force Base, Ala.

2007 Squadron Officer School, Maxwell Air Force Base, Ala.

2011 Master of Military Art and Operational Science, Maxwell Air Force Base, Ala., by correspondence

2012 Master of Arts, Geography, Pontificia Universidade Católica, Rio de Janeiro, Brazil

2019 Master of Science in Airpower Strategy and Technology Integration, Maxwell Air Force Base, Ala.



ASSIGNMENTS

1. June 2000 - January 2001, Jumpmaster, 98th Flying Training Squadron, United States Air Force Academy, Colo.
2. January 2001 - October 2002, Student, Euro-NATO Joint Jet Pilot Training and Introduction to Fighter Fundamentals Training, Sheppard Air Force Base, Texas
3. November 2002 - August 2003, Pilot, F-15E Initial Qualification Training, 333d Fighter Squadron, Seymour Johnson AFB, N.C.
4. September 2003 - July 2006, F-15E Pilot/Scheduler/Chief of Mission Planning, 90th Fighter Squadron, Elmendorf AFB, Alaska
5. July 2006 - June 2009, F-15E Evaluator Pilot and Flight Commander, 333d Fighter Squadron, Seymour Johnson AFB, N.C.
6. June 2009 - December 2009, Student, Defense Language Institute, Washington Office, Alexandria, Va.
7. January 2010 - January 2012, Olmsted Scholar, Pontificia Universidade Católica, Rio de Janeiro, Brazil
8. January 2012 - April 2014, Politico-Military Planner, Executive Assistant and Chief of Staff, Deputy Directorate for Politico-Military Affairs (Western Hemisphere), Strategic Plans and Policy Directorate (J5), Joint Staff, Pentagon, Arlington, Va.
9. April 2014 - April 2015, F-15E Instructor Pilot, Assistant Director of Operations, 391st Fighter Squadron, Mountain Home AFB, Idaho
10. April 2015 - March 2016, Director of Operations, 366th Operations Support Squadron, Mountain Home AFB, Idaho
11. March 2016 - June 2017, Commander, 366th Operations Support Squadron, Mountain Home AFB, Idaho
12. June 2017 - April 2018, Deputy Commander, 366th Operations Group, Mountain Home AFB, Idaho
13. April 2018 - July 2018, Director, 366th Fighter Wing A2/3/5, Mountain Home AFB, Idaho
14. July 2018 - June 2019, Fellow, Chief of Staff of the Air Force Blue Horizons Fellowship, Maxwell AFB, Ala.
15. June 2019 - December 2019, Director of Special Projects, Joint Warfare Analysis Center, United States Strategic Command, Naval Support Activity, Dahlgren, Va.

16. January 2020 - June 2020, Director of Operations (J3), Joint Warfare Analysis Center, United States Strategic Command, Naval Support Activity, Dahlgren, Va.

17. June 2020 - Present, Deputy Director, Joint Warfare Analysis Center, United States Strategic Command, Naval Support Activity, Dahlgren, Va.

SUMMARY OF JOINT ASSIGNMENTS

1. January 2012 - April 2014, Politico-Military Planner, Executive Assistant and Chief of Staff, Deputy Directorate for Politico-Military Affairs (Western Hemisphere), Strategic Plans and Policy Directorate (J5), Joint Staff, Pentagon, Arlington, Va., as a major

2. June 2019 - Present, Director, Joint Warfare Analysis Center, United States Strategic Command, Naval Support Activity Dahlgren, Va., as a lieutenant colonel

FLIGHT INFORMATION

Rating: Command Pilot

Flight Hours: More than 1,850

Aircraft Flown: T-37, A/T-38B, F-15E

MAJOR AWARDS AND DECORATIONS

Defense Meritorious Service Medal

Meritorious Service Medal with one oak leaf cluster

Air Force Commendation Medal with one oak leaf cluster

Air Force Achievement Medal

EFFECTIVE DATES OF PROMOTION

Second Lieutenant May 31, 2000

First Lieutenant May, 31, 2002

Captain May 31, 2004

Major Jan. 1, 2010

Lieutenant Colonel Jan. 1, 2015

(Current as of July 2020)



BIOGRAPHY



UNITED STATES AIR FORCE

Daniel “Dan” Burcher, Chief of Staff Joint Warfare Analysis Center (JWAC)



As JWAC’s Chief of Staff, Mr. Burcher is the command’s senior civilian within the chain of command. His primary responsibilities is to supervise the directors and to provide synchronization between customer requirements, investments, and human resource allocations, primarily by providing leadership and direction to the command’s directorates on all issues such that the Commander can make informed decisions. He is married to Amy and has three children Kelly (27), Meredith (24), and Brett (18) and lives in Stafford County.

Mr. Burcher holds a Master’s degree in Aerospace Engineering from Virginia and a Bachelor’s degree in Engineering Science and Mechanics from Virginia Tech. He has over 30 years of experience in engineering analysis that include structural mechanics, metallurgical and materials analysis, finite element modeling of structures and aerospace applications, software development, weapons testing and evaluation, technical leadership, and managerial oversight. He also is a licensed PE in the state of Virginia.

Mr. Burcher’s JWAC experience includes:

Chief of Staff – 5/2018 – present

Director of Capability Advancement – 8/2016 – 5/2018

Director of Analytic Platforms (IT) – 2014 – 2016

Department Head of Command Support (IT, Facilities, HR) – 2011 – 2014

Deputy Department Head of Command Support (IT, Facilities, HR) – 2008 – 2011

Chief Engineer, Project Management Dept – 2006 – 2008

Chief Engineer, Strategic Initiatives Dept 2005 – 2006

Chief Engineer, Engineering and Modeling Dept 2003 – 2005

Technical Lead 1997 – 2003

Other experience includes:

Engineer, G-Dept/NSWC – 1997

Manager of Product Development, Analytical Services & Materials – 1996 – 1997

Project Engineer, Naval Weapons Station – 1990 – 1996

Materials Engineer, Naval Mine Warfare Engineering Activity 1987 – 1990

2021 STATUS NOTIFICATION PROCEDURES BASE INFO WITH JWAC MODIFICATION

Naval Support Activity South Potomac and the Joint Warfare Analysis Center (JWAC) have notification procedures to relay changes in operating status due to inclement weather. Some important points for consideration:

- The decision to stay open, open late, or close may vary from other organization's decisions.
- Media and web operating status announcements for Washington, DC Metro Area Federal Employees DO NOT apply to JWAC.
- If JWAC 's operating status changes during the normal duty hours, an announcement will be made over the Public Address (PA) system and an email will be sent to All Hands to notify the workforce of the change and what to do.

1. Notification Methods:

a. Automated Telephone Message (24-Hour): 540-653-2200

- 2. Please take a moment to watch this one-minute video for an overview of the system:
Welcome to AlertMedia on Vimeo: <https://vimeo.com/257037232/a0f199f7d3>**

ACTION: Each employee (CIV, MIL and CTR) is required to complete a quick and easy registration process. Simply follow these steps: Visit <https://jwac.alertmedia.com/public> and fill out the form with contact information Press the "Send Activation Pin" button and leave the browser window open so you can enter the PIN in the next step From your work email or text message, copy the activation PIN that will be sent to you, paste it into the verification field, and press "Submit" Then you're all set! Future alerts will be sent to all your registered devices. Please note that the version sent to work email may be difficult to read due to unavoidable message reformatting performed by DEE. If you have any questions, please contact our AlertMedia admin, Darren Grigsby, (540) 653-5724. Privacy Policy: AlertMedia does not sell data to third parties and holds all information in the strictest of confidence.

- 3. Announcements/Postings you may see or hear.** Radio and TV stations may post information that could be provided from various sources but inaccurate. As mentioned above, the primary method to determine the status should be via JWAC's automated phone message. Regardless of the source, the following are examples of announcements that may apply:

a. JWAC is open today.

Employees are expected to report to their worksite or begin to telework on time. Normal operating procedures are in effect.

b. JWAC is open today; with an unscheduled leave policy in effect.

Employees may use annual leave, credit hours, compensatory time, or leave without pay (LWOP) without obtaining advanced approval or providing detailed justification. However, you must notify your supervisor when using any form of leave. Employees designated annually in writing as emergency essential employees are expected to report to work on time as scheduled or if called in.

c. JWAC will open on a XX hour delay; with option for unscheduled leave or

Employees should plan to arrive for work no more than XX hour(s) later than they would normally be expected to arrive. Employees who report to the regular worksite are granted weather and safety leave (LN) for the hours between the employee's typical arrival time and the final reporting time, except that such leave is reduced if the employee arrives at work before the final reporting time. As an alternative, eligible employees may notify their supervisors that they are using the option of unscheduled leave or unscheduled telework instead of reporting to the regular worksite, in which case they will not receive weather and safety leave and they will be responsible for accounting for the entire workday by taking other leave, performing telework, or a combination thereof.

d. JWAC will open today at (specific time); with option for unscheduled leave or unscheduled telework.

JWAC will be open at the stated time. Non-emergency essential personnel will be granted weather and safety leave (LN) for the excused period. Later arrival will require use of employee's leave or flexi-tour adjustments. Employees designated annually in writing as emergency essential employees are expected to report on time to work as scheduled or if called in. If employees choose to use unscheduled telework versus reporting to the worksite, they will not receive weather and safety leave for the delayed arrival period since they would not be affected by the conditions under which the announcement was made.

e. JWAC will be dismissing employees XX hours early.

Employees depart a set number of hours earlier than their normal departure times and will be granted weather and safety leave (LN) for the number of hours remaining in their workday.

f. JWAC will be dismissing employees at (specific time).

Used during the duty day, this message informs employees of the time that they will be allowed to leave work. The excused period is from closing time to the end of the normal scheduled on-duty time, according to the employee's flexi-tour schedule for that day. Weather and safety leave (LN) will be granted for the excused period for employees who are at work at the time of dismissal. Employees are required to depart the office by the final departure time at which point the office is closed. Employees designated annually in writing as emergency essential employees are expected to remain at work

g. JWAC has authorized immediate early departure.

Employees working in the office must depart immediately and will receive weather and safety leave (LN) for the number of hours remaining in their workday.

h. JWAC is closed today. Emergency personnel report for work.

Only employees designated annually in writing as emergency essential employees are expected to report to work. All other employees will be granted weather and safety leave (LN).

3. Commonly Asked Questions:

- a. If I decide to take leave when JWAC is on unscheduled leave policy and then employees are dismissed early during the day, will I be granted weather and safety leave?**

No. Employees who choose to go on leave when JWAC is on unscheduled leave policy will not be granted weather and safety leave if employees are dismissed early during the day.

- b. If I report to work and decide to leave because of storm conditions, but employees are dismissed later during the day, will I be granted weather and safety leave?**

No. Employees who leave JWAC before the scheduled early dismissal time will not be granted weather and safety leave.

- c. If I am on previously scheduled leave on a day that base/ JWAC is closed, will I be granted weather and safety leave?**

No. Employees who are already on leave when JWAC is closed will be charged leave.

- d. If I am not scheduled to work on a day that the base/ JWAC closes, will I be granted weather and safety leave?**

No. Employees who are not scheduled to work on a day when the base / JWAC closes will not be granted weather and safety leave.

As of 12/7/2020

Physical Address:

NSF Dahlgren
Visitor Control Center CAC/ID
17320 Dahlgren Road, Building 195
DAHLGREN, VA 22448
(540) 653-2831
Bldg 195/Visitor Control Center
Dahlgren, VA 22448
Hours: 0700-1440 Monday-Friday
Phone: 540-653-2831

NSWC Dahlgren Division
6146 Tisdale Road
Building 492
Dahlgren, VA 22448
(540) 653-8502

Location Instructions:

Dahlgren CAC/ID office is located right before you get to Gate A. It is the building on the right hand side.

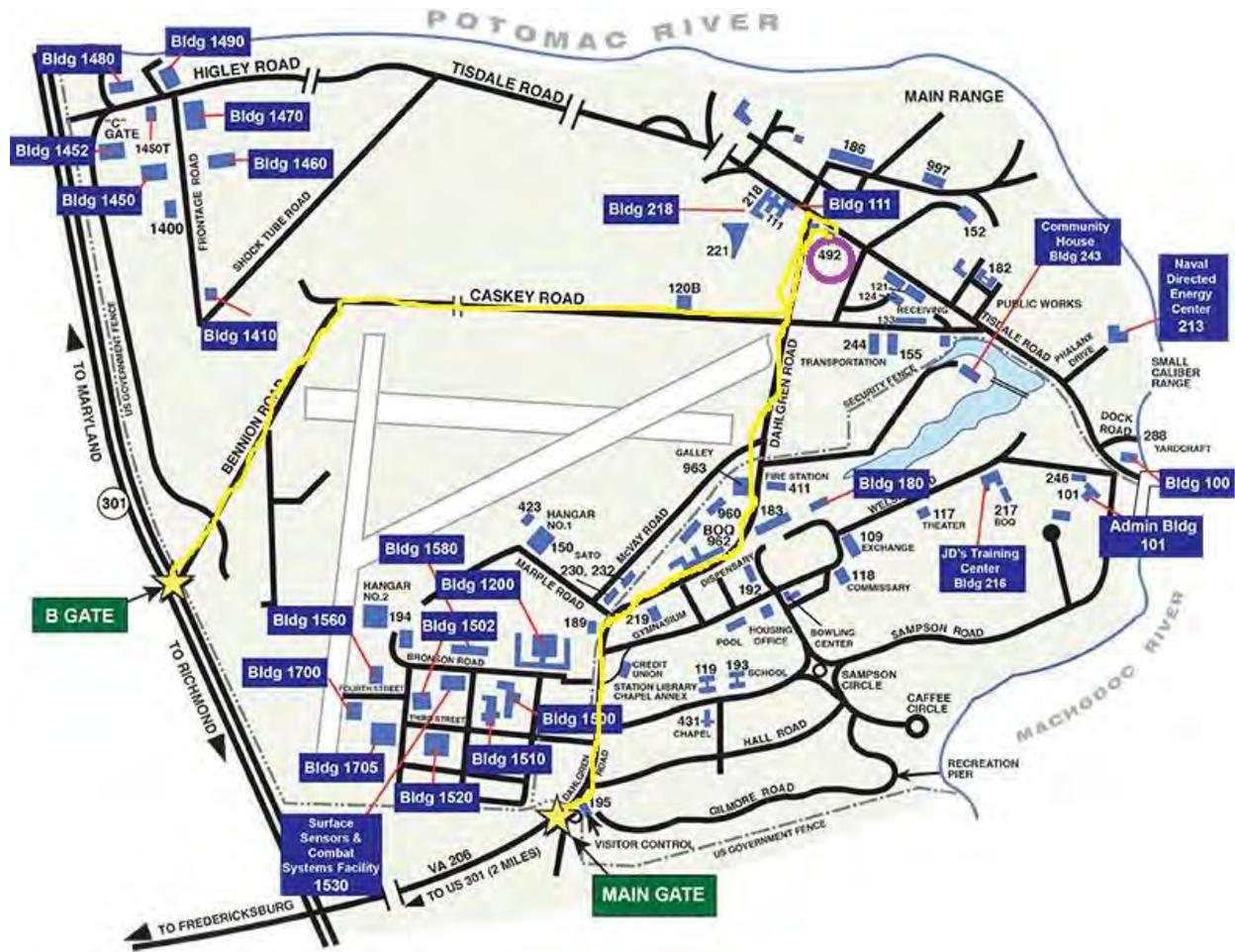
RECENT CHANGE: Identification Requirements:

MUST have two UNEXPIRED forms of ID to receive a new ID card. One must be a state/government issued photo ID.

Acceptable Identification Examples

Military ID, Driver's License, Passport. Secondary: A second Primary ID or Social Security Card, voter's registration card, Birth Certificate, or Veterans Health Identification Card (VHIC). All must be unexpired with the exception of the DoD ID.

As of 12/7/2020





Employment Verification (EV) is an online self service MyBiz+ tool allowing current DOD employees to send employment and/or salary information to an external organization (business, bank, credit union) or person directly from the Defense Civilian Personnel Data System (DCPDS) in a password-protected document via email.

All you need is the recipient's email address along with your work or personal email address to initiate confirmation and validation of your employment verification.

Employment Information that is Sent

- Employee Name
- Current Date
- Employer Name
- Employer Address
- Duty Station
- Last Four of SSN
- Employment Status
- Most Recent Start Date
- Original Hire Date
- Total Time with Employer
- Position Title
- Rate of Pay (*if Salary is selected*)
- Salary (*if selected*)
- Reference Number
- Email to Address

Contact your servicing Human Resource Office if you have any questions regarding the accuracy of your employment information.

Steps to Send EV Information

1. Log into the DCPDS Portal at <https://compo.dcpds.cpms.osd.mil/>
2. Select **MyBiz+**
3. Under **Key Services**, select **Request Employment Verification**
4. Select your details to share, either
 - a. **Employment Information**, or
 - b. **Employment and Salary Information**
5. Enter recipient's email information in the **To** field
6. Verify that your desired email address is included in the **My Email** field to receive the password
7. Select **Continue** to preview the information
8. Select **Acknowledge and Submit** to send your EV information
9. Confirm your submission
10. Consent to release your information
11. Provide password to recipient to view EV information

Access to the MyBiz+ Employment Verification tool is available with your Common Access Card (CAC)!

For more information about DCPAS and the products and services provided, visit us online at:

<http://www.cpms.osd.mil/>

To submit Employment Verification comments and/or suggestions, log into MyBiz+, select Help, and select **MyBiz+ Feedback Page**.



eOPF Quick Reference For Employees

Online eOPF Self-service Feature for Login ID and Password Retrieval for New Users

eOPF provides web-based access for Federal personnel to view and print employment documents. Employees are able to view their own documents through the eOPF application at <https://eopf1.nbc.gov/usaf/>. eOPF includes security measures that ensure the integrity of the system and protection of employee documents.

Your eOPF benefits include:

- Immediate access to your documents
- Ability to view or print your documents
- Enhanced accuracy, portability, and security of your documents
- Increased accountability through an audit trail that tracks who accesses your documents and the reason why
- Faster and more efficient records transfer between Federal agencies
- Timely and accurate data retrieval for retirement claims processing

Obtain Your eOPF ID and Password, and then Logon to your Account

Accessing eOPF is simple and convenient. To access your eOPF, you need an eOPF ID and password, which may be retrieved using the eOPF self-service feature. This Quick Reference document consists of three sections.

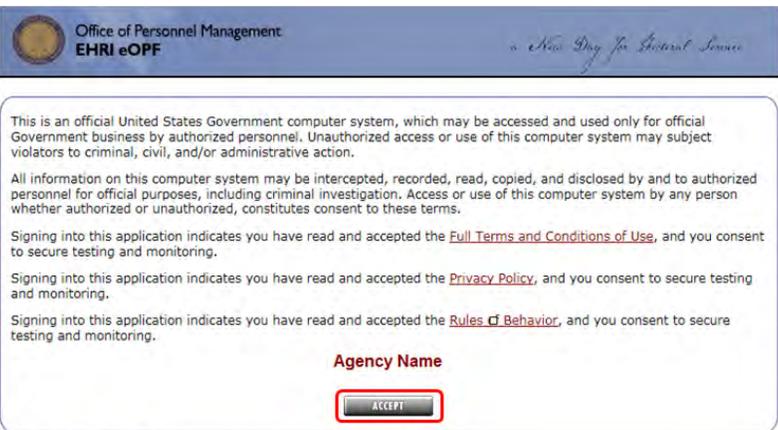
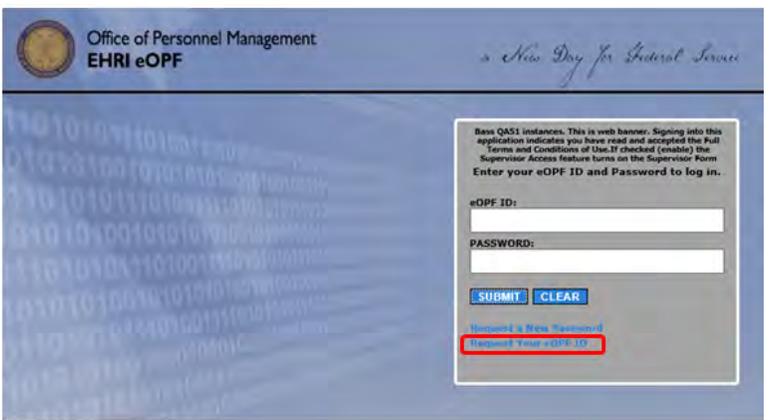
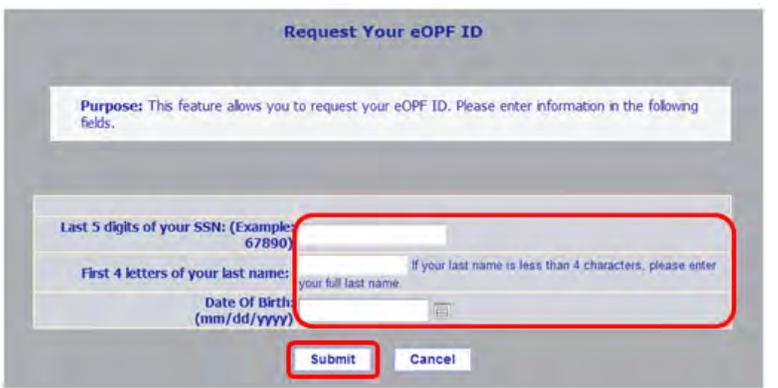
Part 1: Obtain Your eOPF ID

Part 2: Create an eOPF Password

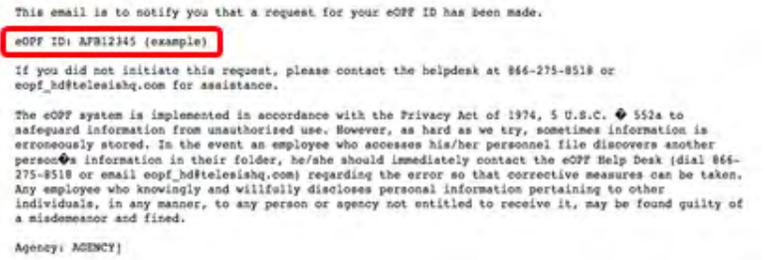
Part 3: First Time eOPF Logon

Electronic Official Personnel Folder

Part 1: Obtain Your eOPF ID

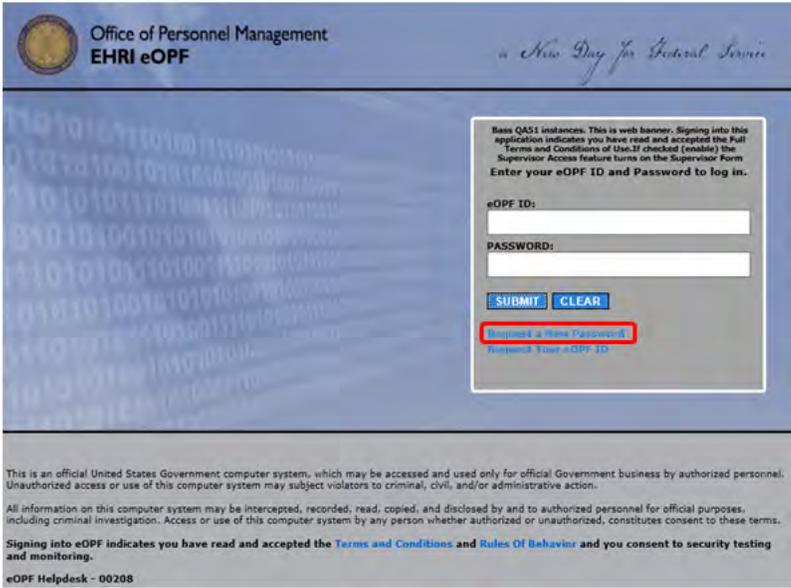
Step	Action	Screen Shot
1	<p>Access your specific agency eOPF URL at: https://eopf1.nbc.gov/usaf/</p> <p>Read the eOPF User Agreement page.</p> <p>Click the Accept button.</p>	 <p>Office of Personnel Management EHRI eOPF</p> <p>This is an official United States Government computer system, which may be accessed and used only for official Government business by authorized personnel. Unauthorized access or use of this computer system may subject violators to criminal, civil, and/or administrative action.</p> <p>All information on this computer system may be intercepted, recorded, read, copied, and disclosed by and to authorized personnel for official purposes, including criminal investigation. Access or use of this computer system by any person whether authorized or unauthorized, constitutes consent to these terms.</p> <p>Signing into this application indicates you have read and accepted the Full Terms and Conditions of Use, and you consent to secure testing and monitoring.</p> <p>Signing into this application indicates you have read and accepted the Privacy Policy, and you consent to secure testing and monitoring.</p> <p>Signing into this application indicates you have read and accepted the Rules of Behavior, and you consent to secure testing and monitoring.</p> <p>Agency Name</p> <p>ACCEPT</p> <p>eOPF Helpdesk - 00208 eopf_hd@telesishq.com (866) 275-8518</p>
2	<p>From the eOPF Logon page, click the Request Your eOPF ID link.</p>	 <p>Office of Personnel Management EHRI eOPF</p> <p>Have QAS1 instances. This is web banner. Signing into this application indicates you have read and accepted the Full Terms and Conditions of Use. If checked (enable) the Supervisor Access feature turns on the Supervisor Form. Enter your eOPF ID and Password to log in.</p> <p>eOPF ID: <input type="text"/></p> <p>PASSWORD: <input type="password"/></p> <p>SUBMIT CLEAR</p> <p>Request Your eOPF ID</p> <p>This is an official United States Government computer system, which may be accessed and used only for official Government business by authorized personnel. Unauthorized access or use of this computer system may subject violators to criminal, civil, and/or administrative action.</p> <p>All information on this computer system may be intercepted, recorded, read, copied, and disclosed by and to authorized personnel for official purposes, including criminal investigation. Access or use of this computer system by any person whether authorized or unauthorized, constitutes consent to these terms.</p> <p>Signing into eOPF indicates you have read and accepted the Terms and Conditions and Rules of Behavior and you consent to security testing and monitoring.</p> <p>eOPF Helpdesk - 00208</p>
3	<p>From the Request Your eOPF ID screen, enter the</p> <ul style="list-style-type: none"> Last 5 digits of your SSN First 4 letters of your last name Date of birth (mm/dd/yyyy) <p>Click the Submit button.</p>	 <p>Request Your eOPF ID</p> <p>Purpose: This feature allows you to request your eOPF ID. Please enter information in the following fields.</p> <p>Last 5 digits of your SSN: (Example: 67890) <input type="text"/></p> <p>First 4 letters of your last name: <input type="text"/> If your last name is less than 4 characters, please enter your full last name.</p> <p>Date of Birth: (mm/dd/yyyy) <input type="text"/></p> <p>Submit Cancel</p>

Electronic Official Personnel Folder

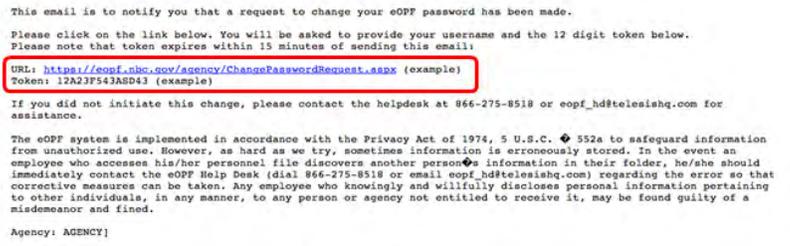
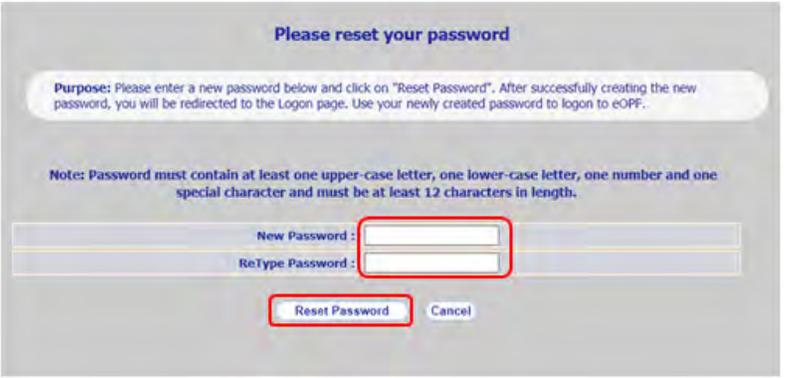
Step	Action	Screen Shot
4	<p>The Request Your eOPF ID page displays stating that your request has been submitted for processing.</p> <p>Click the Click here to return to logon page link.</p>	
5	<p>Your eOPF ID will be emailed to the email address of record in eOPF.</p> <p>Please contact the eOPF Help Desk if you do not receive an email with your eOPF ID.</p>	

Electronic Official Personnel Folder

Part 2: Create an eOPF Password

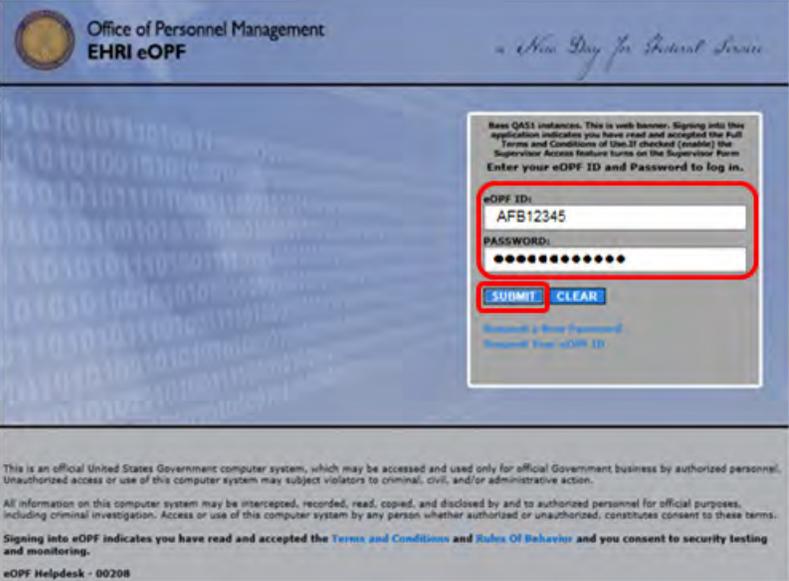
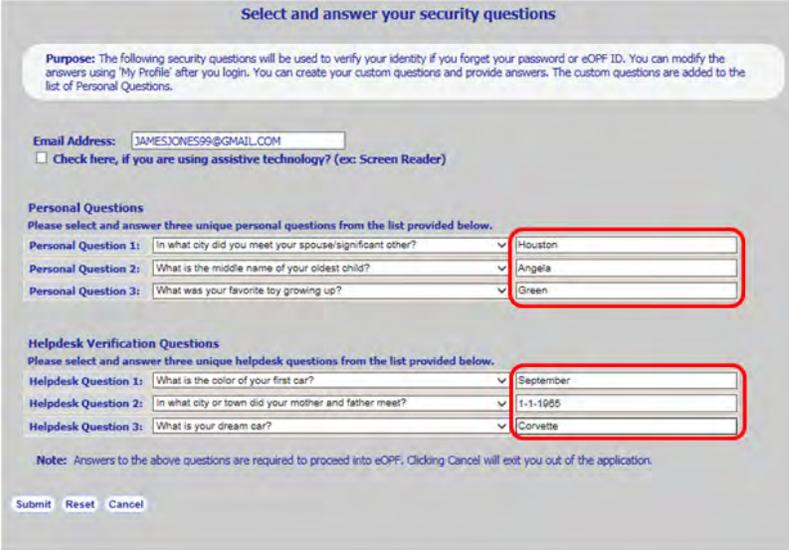
Step	Action	Screen Shot
1	<p>From the eOPF Logon page, click the Request a New Password link.</p>	 <p>This is an official United States Government computer system, which may be accessed and used only for official Government business by authorized personnel. Unauthorized access or use of this computer system may subject violators to criminal, civil, and/or administrative action.</p> <p>All information on this computer system may be intercepted, recorded, read, copied, and disclosed by and to authorized personnel for official purposes, including criminal investigation. Access or use of this computer system by any person whether authorized or unauthorized, constitutes consent to these terms.</p> <p>Signing into eOPF indicates you have read and accepted the Terms and Conditions and Rules Of Behavior and you consent to security testing and monitoring.</p> <p>eOPF Helpdesk - 00208</p>
2	<p>On the Request a New Password page, enter your:</p> <ul style="list-style-type: none"> eOPF ID Last 5 digits of your SSN First 4 letters of your last name <p>Click the Submit button.</p>	 <p>Request a New Password</p> <p>Purpose: This feature allows you to request your new Password. Please enter information in the following fields.</p> <p>eOPF ID: <input type="text"/></p> <p>Last 5 digits of your SSN: (Example: 67890) <input type="text"/></p> <p>First 4 letters of your last name: <input type="text"/> <small>If your last name is less than 4 characters, please enter your full last name.</small></p> <p><input type="button" value="Submit"/> <input type="button" value="Cancel"/></p>
3	<p>The Request a New Password page displays indicating your request has been submitted for processing.</p> <p>Click the Click here to return to logon page link.</p> <p>Note: If your information fails to be verified, you receive a message stating that your information does not match the information in the eOPF system and you should contact the eOPF Help Desk.</p>	 <p>Request a New Password</p> <p>Your password request has been processed and an email will be sent to you with a temporary token and instructions to reset your password. Please make sure you check your spam or junk email folder. If you did not receive an email, please contact the helpdesk at stephen.carr@opm.gov for assistance.</p> <p>DO NOT INCLUDE YOUR SSN IN ANY CORRESPONDENCE WITH THE HELPDESK.</p> <p>Click here to return to logon page.</p>

Electronic Official Personnel Folder

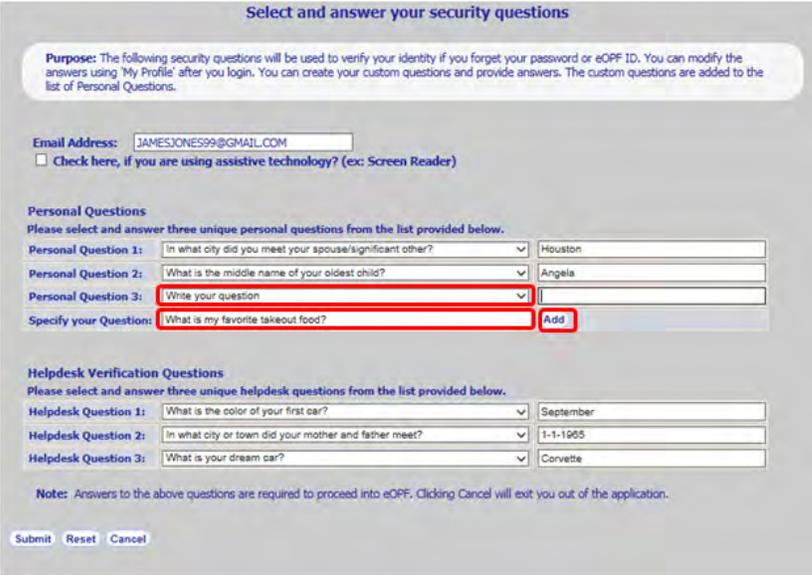
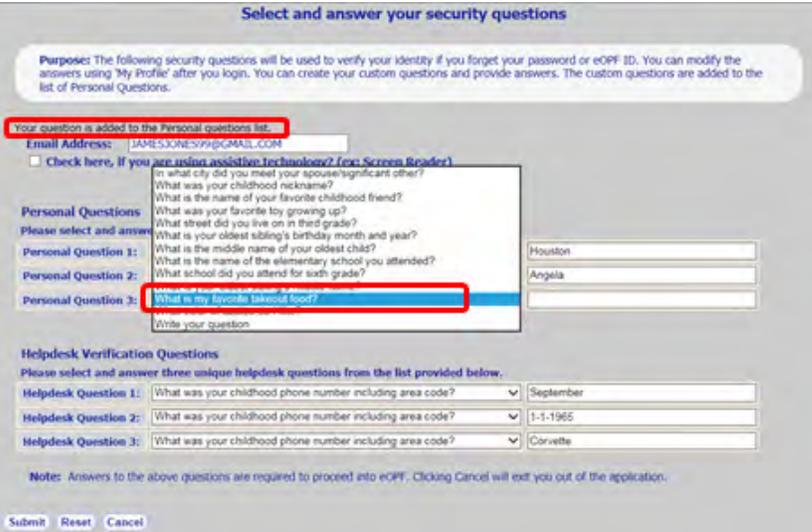
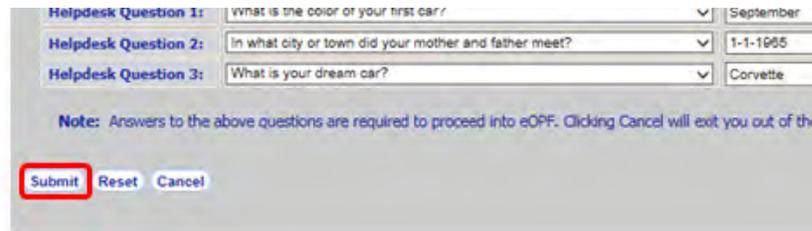
Step	Action	Screen Shot
4	<p>An email is sent with a password reset link, a token, and instructions to the email address of record in eOPF. The token is valid for 15 minutes.</p> <p>Click the URL link.</p> <p>Please contact the eOPF Help Desk if you do not receive an email with your password reset link, etc.</p>	 <p>This email is to notify you that a request to change your eOPF password has been made.</p> <p>Please click on the link below. You will be asked to provide your username and the 12 digit token below. Please note that token expires within 15 minutes of sending this email:</p> <p>URL: https://eopf.nbc.gov/agency/ChangePasswordRequest.aspx (example) Token: 12A23F543ASD43 (example)</p> <p>If you did not initiate this change, please contact the helpdesk at 866-275-8518 or eopf_hd@telesishq.com for assistance.</p> <p>The eOPF system is implemented in accordance with the Privacy Act of 1974, 5 U.S.C. § 552a to safeguard information from unauthorized use. However, as hard as we try, sometimes information is erroneously stored. In the event an employee who accesses his/her personnel file discovers another person's information in their folder, he/she should immediately contact the eOPF Help Desk (dial 866-275-8518 or email eopf_hd@telesishq.com) regarding the error so that corrective measures can be taken. Any employee who knowingly and willfully discloses personal information pertaining to other individuals, in any manner, to any person or agency not entitled to receive it, may be found guilty of a misdemeanor and fined.</p> <p>Agency: AGENCY]</p>
5	<p>The link opens the Reset Your Password screen. Type in your eOPF ID.</p> <p>Copy the token from the email and paste it into the Token field.</p> <p>Click the Submit button.</p>	 <p>Reset your password</p> <p>Please enter your eOPF ID and Token to Reset your password. Note: The token will expire within 15 minutes of requesting your password.</p> <p>eOPF ID: <input type="text"/></p> <p>Token: <input type="text"/></p> <p><input type="button" value="Submit"/> <input type="button" value="Cancel"/></p>
6	<p>The Please reset your password page displays.</p> <p>Enter a password that meets your agency's security guidelines in the New Password field, then again in the ReType Password field.</p> <p>Click the Reset Password button, which will bring you back to the eOPF Logon page.</p> <p>You are ready to log in to eOPF! Continue with Part 3.</p>	 <p>Please reset your password</p> <p>Purpose: Please enter a new password below and click on "Reset Password". After successfully creating the new password, you will be redirected to the Logon page. Use your newly created password to logon to eOPF.</p> <p>Note: Password must contain at least one upper-case letter, one lower-case letter, one number and one special character and must be at least 12 characters in length.</p> <p>New Password: <input type="password"/></p> <p>ReType Password: <input type="password"/></p> <p><input type="button" value="Reset Password"/> <input type="button" value="Cancel"/></p>

Electronic Official Personnel Folder

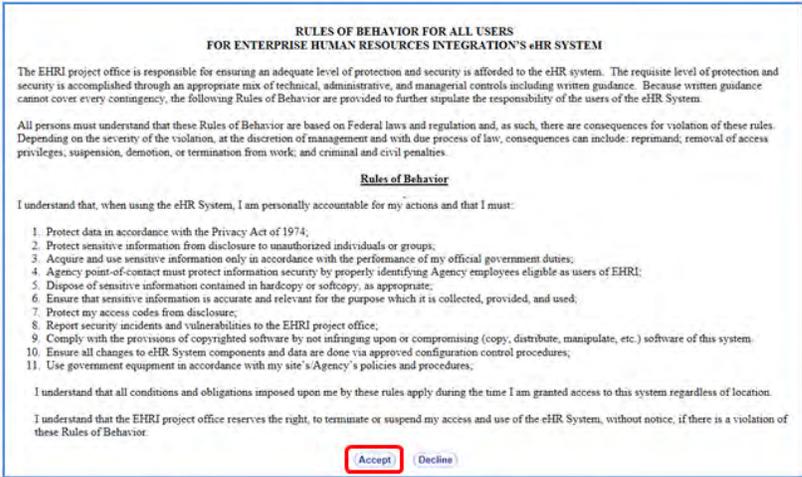
Part 3: First Time eOPF Logon

Step	Action	Screen Shot
1	<p>Enter your eOPF ID and password on the eOPF Logon page.</p> <p>Click the Submit button.</p>	
2	<p>The Select and answer your security questions screen displays. Select questions from the drop-down menu, then answer the questions in the blank fields on the right. Security question answers are not validated for format or correctness (i.e. state, numbers, or dates). Maximum length for an answer is 35 characters.</p> <p>To start over, click the Reset button.</p>	

Electronic Official Personnel Folder

Step	Action	Screen Shot
3	<p>You also have the ability to create custom questions for Personal Questions; however, custom questions cannot be created for Helpdesk Questions.</p> <p>Click the drop-down menu and select Write your question. A blank Specify your Question field is added, allowing you to type your custom question. Click Add.</p> <p>Once a custom question is created, it will always be listed in the drop-down menu. Maximum length for a question is 100 characters. There is no limit to the number of custom questions you may create.</p>	
4	<p>A confirmation message states, "Your question is added to the Personal questions list."</p> <p>Select the drop-down menu arrow again and choose your newly created question. Type your answer in the blank field to the right.</p>	
5	<p>To save, click the Submit button below the questions.</p>	

Electronic Official Personnel Folder

Step	Action	Screen Shot
6	<p>The Rules of Behavior page displays. Read the rules and click the Accept button.</p>	
7	<p>The screen refreshes and takes you to the eOPF Welcome page. That's it! You are in eOPF.</p> <p>From this page, you can navigate eOPF with the buttons on the left.</p>	

From the **eOPF Welcome Screen**, you can:

- View your entire eOPF by clicking the **My eOPF** tab.
- Search for specific documents within your eOPF by clicking on the **Search eOPF** tab.
- Change your eOPF preferences by clicking on the **My Profile** tab.

Need Assistance?

For technical assistance, select the **Help** link from the upper-right corner of any eOPF screen, or contact the eOPF Help Desk:

Email: eopf_hd@telesishq.com

Phone: 1-866-275-8518



eOPF Quick Reference

For Employees

Subject: Online eOPF Self Service Feature for Login ID and Password Retrieval for New Users

As of 2 April 2012, all Air Force appropriated funded employees will be migrating from the current Air Force electronic Personnel Automated Records Information System (PARIS) to the new Office of Personnel Management (OPM) electronic Official Personnel Folder (eOPF) application. eOPF provides electronic, web-enabled access for all Federal agency personnel to view and manage employment documents. All employees are able to view their own OPFs through the eOPF application at <https://eopf1.nbc.gov/usafi/>. eOPF includes security measures that ensure the integrity of the system and employee documents in the system.

Your eOPF benefits include:

- Immediate access to your files
- Ability to view or print your OPF
- Email notifications when documents are added to your file
- Enhanced accuracy, portability, and security of official personnel records
- Increased accountability through an audit trail that tracks who accesses your OPF and why
- Speedier and more efficient records transfer within Federal agencies
- Timely and accurate data retrieval for retirement claims processing

Additionally, eOPF allows Human Resources (HR) personnel to more efficiently perform their jobs. This reduces the time it takes to record promotions, employee transfers, and retirements from months and weeks to near real-time.

Obtain Your eOPF ID and Password

Accessing eOPF is simple and convenient; however the Department of Defense has mandated that employees must access their eOPF from a military (.mil) network connection at their base or installation. To access your eOPF, you need an eOPF ID and password, which may be retrieved using the eOPF Self Service feature. This Quick Reference document on eOPF Self Service consists of three sections:

Part 1: Obtain your eOPF ID

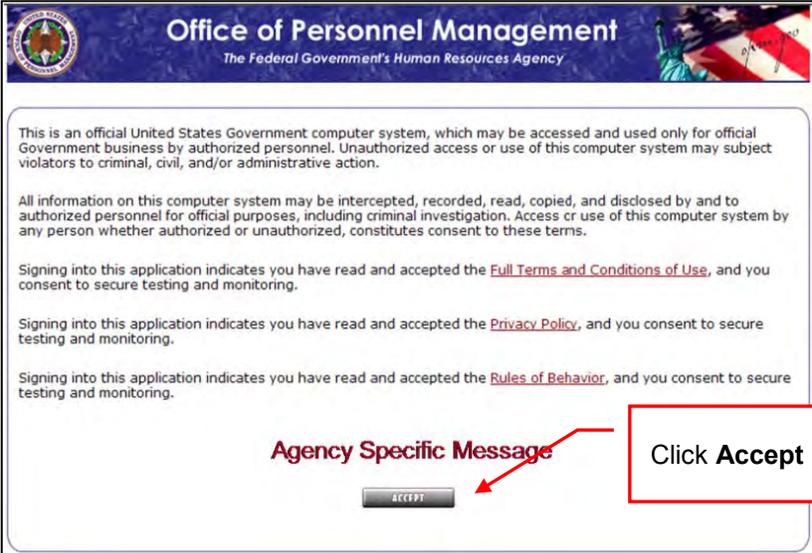
Part 2: Obtain your eOPF temporary password

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Once you retrieve your eOPF ID and temporary password via eOPF Self Service, go to:

Part 3: First time eOPF logon process

Part 1: Obtain Your eOPF ID

Step	Screen Image
<p>1. Access your specific agency eOPF URL - https://eopf1.nbc.gov/usaf/.</p>	
<p>2. Read the eOPF User Agreement page and the Terms and Conditions. Click Accept.</p>	
<p>3. From the eOPF Logon screen, click Request Your eOPF ID.</p>	

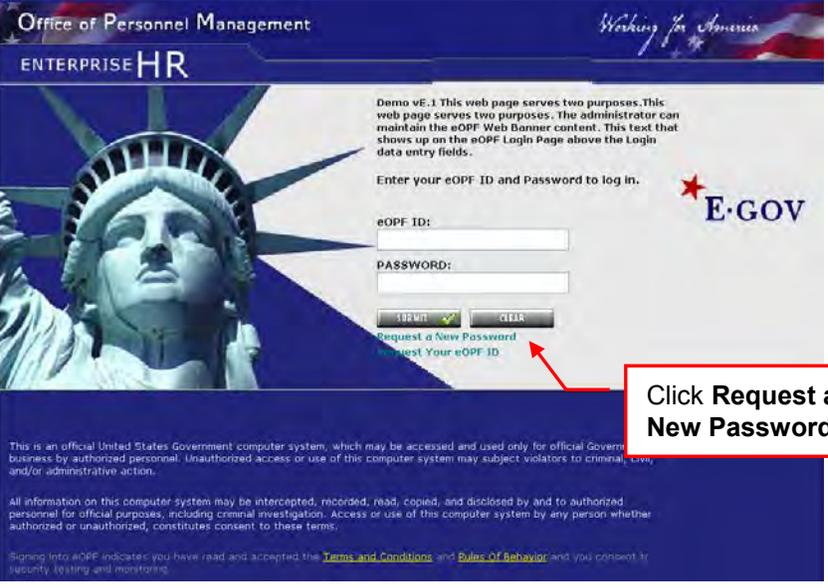
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Step	Screen Image
<p>4. From the Request Your eOPF ID screen, enter the</p> <ul style="list-style-type: none"> • last 5 digits of your SSN • first 4 letters of your last name • your date of birth (mm/dd/yyyy) <p>Click Submit.</p>	 <p style="text-align: center;">Request Your eOPF ID</p> <p>Purpose: This feature allows you to request your eOPF ID. Please enter information in the</p> <p>Last 5 digits of your SSN: <input type="text"/> (Example: 67890)</p> <p>First 4 letters of your last name: <input type="text"/> <small>If your last name is less than 4 characters, please enter your full last name.</small></p> <p>Date Of Birth: <input type="text"/> <small>(mm/dd/yyyy)</small></p> <p><input type="button" value="SUBMIT"/> <input type="button" value="CANCEL"/></p>
<p>5. You will see this confirmation message. Click OK.</p>	 <p style="text-align: center;">Microsoft Internet Explorer</p> <p> Your Login request has been submitted for processing.</p> <p style="text-align: center;"><input type="button" value="OK"/></p>
<p>6. You see a message that your login request has been submitted for processing.</p> <p>Your eOPF ID is sent to your registered agency email address momentarily.</p> <p>Click the link to return to the eOPF Logon screen.</p>	 <p style="text-align: center;">Request Your eOPF ID</p> <p style="text-align: center;">Your Login request has been submitted for processing.</p> <p style="text-align: center;">Click here to return to logon page.</p>

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Part 2: Obtain Your eOPF Temporary Password

Step	Action
<p>1. From the eOPF Logon screen, click Request a New Password.</p>	 <p>Click Request a New Password</p>
<p>2. On the Request a New Password screen, enter your:</p> <ul style="list-style-type: none"> • eOPF ID • last 5 digits of your SSN • first 4 letters of your last name <p>Click Submit.</p>	 <p>Enter relevant information</p> <p>Click Submit</p>
<p>3. The confirmation message displays. Click OK.</p>	 <p>Click OK</p>

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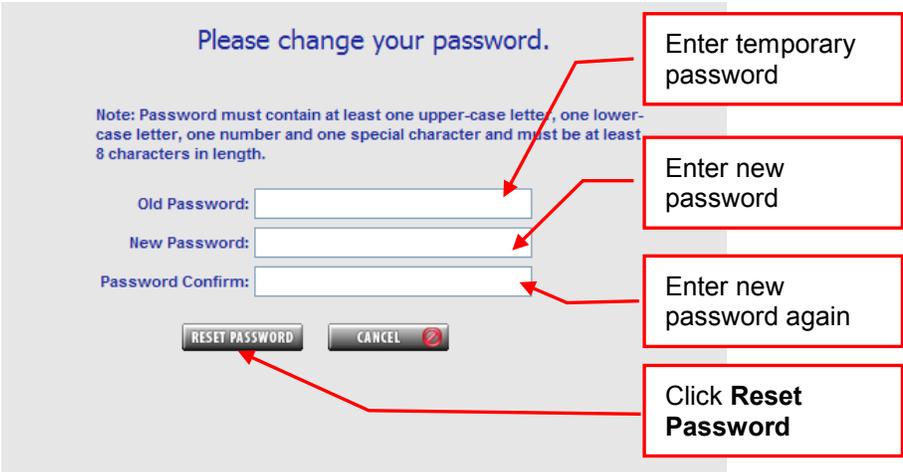
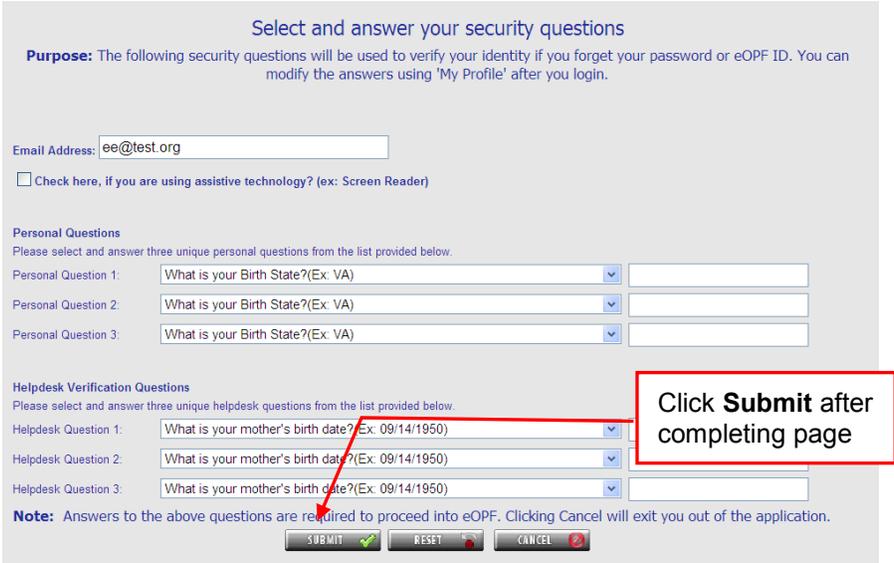
Step	Action
<p>4. A confirmation message that your login request has been submitted for processing displays.</p> <p>Your eOPF temporary password is sent to your registered agency email address momentarily.</p> <p>Click the link to return to the eOPF Logon screen.</p>	<div data-bbox="602 342 1429 592" style="border: 1px solid black; padding: 10px; text-align: center;"> <p>New User - Request Password</p> <p>Your password request has been submitted for processing.</p> <p>Click here to return to logon page.</p> </div> <div data-bbox="1258 604 1479 678" style="border: 1px solid red; padding: 5px; text-align: center; margin-top: 10px;"> <p>Click here</p> </div>

Part 3: First-time eOPF Logon

Step	Action
<p>1. Enter your eOPF ID and temporary password on the eOPF Logon screen.</p> <p>2. Click Submit.</p>	 <p>The screenshot shows the 'Office of Personnel Management' logo at the top left and 'Working for America' at the top right. Below the logo is the 'ENTERPRISE HR' banner. The main content area features a background image of the Statue of Liberty. Text on the page reads: 'Demo vE.1 This web page serves two purposes. The admin maintain the eOPF Web Banner content. shows up on the eOPF Logon Page above data entry fields.' Below this is the instruction 'Enter your eOPF ID and Password to log in.' There are two input fields: 'eOPF ID:' and 'PASSWORD:'. Below the fields are 'SUBMIT' and 'CLEAR' buttons. A link for 'Request a New Password' and 'Request Your eOPF ID' is also visible. Three red callout boxes with arrows point to the 'eOPF ID' field (labeled 'Enter eOPF User ID'), the 'PASSWORD' field (labeled 'Enter temporary password'), and the 'SUBMIT' button (labeled 'Click Submit').</p>

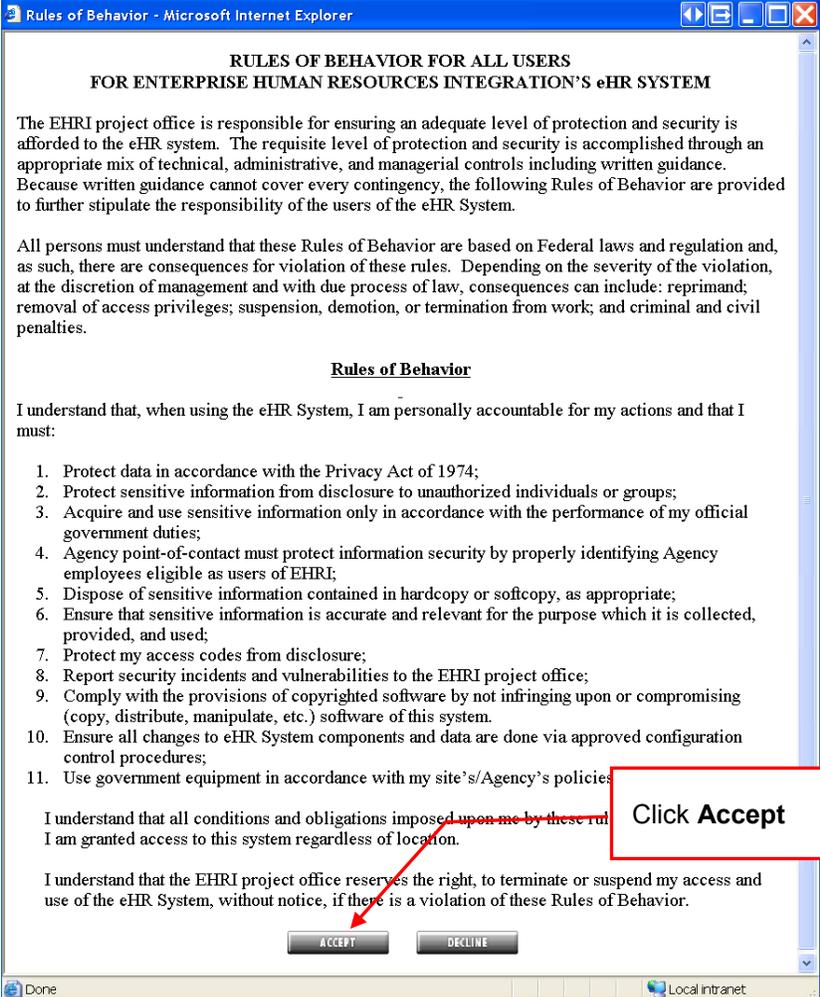
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Electronic Official Personnel Folder

Step	Action
<p>3. You are required to change your password the first time you logon to eOPF. The Please change your password screen displays.</p>	
<p>4. The Select and answer your security questions screen displays. Here you answer your self-service questions.</p> <p>Complete the information on this screen and click Submit.</p>	

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Step	Action
<p>5. The Rules of Behavior screen displays. Read the rules and click Accept.</p>	 <p>RULES OF BEHAVIOR FOR ALL USERS FOR ENTERPRISE HUMAN RESOURCES INTEGRATION'S eHR SYSTEM</p> <p>The EHRI project office is responsible for ensuring an adequate level of protection and security is afforded to the eHR system. The requisite level of protection and security is accomplished through an appropriate mix of technical, administrative, and managerial controls including written guidance. Because written guidance cannot cover every contingency, the following Rules of Behavior are provided to further stipulate the responsibility of the users of the eHR System.</p> <p>All persons must understand that these Rules of Behavior are based on Federal laws and regulation and, as such, there are consequences for violation of these rules. Depending on the severity of the violation, at the discretion of management and with due process of law, consequences can include: reprimand; removal of access privileges; suspension, demotion, or termination from work; and criminal and civil penalties.</p> <p style="text-align: center;">Rules of Behavior</p> <p>I understand that, when using the eHR System, I am personally accountable for my actions and that I must:</p> <ol style="list-style-type: none">1. Protect data in accordance with the Privacy Act of 1974;2. Protect sensitive information from disclosure to unauthorized individuals or groups;3. Acquire and use sensitive information only in accordance with the performance of my official government duties;4. Agency point-of-contact must protect information security by properly identifying Agency employees eligible as users of EHRI;5. Dispose of sensitive information contained in hardcopy or softcopy, as appropriate;6. Ensure that sensitive information is accurate and relevant for the purpose which it is collected, provided, and used;7. Protect my access codes from disclosure;8. Report security incidents and vulnerabilities to the EHRI project office;9. Comply with the provisions of copyrighted software by not infringing upon or compromising (copy, distribute, manipulate, etc.) software of this system.10. Ensure all changes to eHR System components and data are done via approved configuration control procedures;11. Use government equipment in accordance with my site's/Agency's policies <p>I understand that all conditions and obligations imposed upon me by these rules and I am granted access to this system regardless of location.</p> <p>I understand that the EHRI project office reserves the right, to terminate or suspend my access and use of the eHR System, without notice, if there is a violation of these Rules of Behavior.</p> <p style="text-align: center;"><input type="button" value="ACCEPT"/> <input type="button" value="DECLINE"/></p>

That's it! You're in eOPF. From the eOPF Welcome Screen, you may view your entire eOPF by clicking **My eOPF** or search for specific documents within your eOPF by clicking **Search eOPF**. Additionally, you may change your eOPF preferences by clicking **My Profile** on the eOPF main menu.

Need Assistance?

For technical assistance, select the **Help** button from the upper-right corner of any eOPF screen or contact the eOPF Help Desk:

Email: eopf_hd@telesishq.com

Phone: 1-866-275-8518

How to Create Your myPay Account

To get started on *myPay*, use these instructions.

Request a Temporary Password

1. Go to <https://mypay.dfas.mil>
2. Click "Forgot or Need a Password?"
3. Enter your Social Security Number and click "Yes" button on the bottom right
4. Choose "mail to my address of record with Military Retired" and click "Send me a Password." Or if you have a valid email address in myPay, you can choose to have it emailed to you.

Create a Permanent Password and Login ID

1. After you receive your temporary password, return to *myPay* and click "Create an Account"
2. Enter your Social Security Number and temporary password, and click "Accept/Submit"
3. You will be prompted to create a permanent Login ID and password.
4. Select eight security questions that you can answer later if you forget your password and need to reset it. Click "Submit Questions."
5. Answer each question and click "Submit Answers."
6. Select "Main" in the upper right corner of the page to begin using *myPay*.

If You Do Not Receive a Temporary Password

1. You should receive your temporary password in 10 business days by mail or 2 hours by email.
2. If you don't, you will need to have your mailing address updated.
3. Review our [instructions for updating your address](#).
4. Once your address is corrected, request another temporary password using the steps above.

YOU WILL RECEIVE YOUR USERNAME/PASSWORD IN THE MAIL. ONCE YOU RECEIVE, YOU WILL BE ABLE TO ACCESS. IT CAN TAKE UPTO 30 DAYS TO RECEIVE.



PRIVATE PLAN OPTIONS

Standard Plan

This plan allows you to enroll in the *E-ZPass* program and receive a **25% discount off the two-axle cash rate at most Maryland toll facilities**. At the William Preston Lane, Jr., Memorial (Bay) Bridge (US 50/301), *E-ZPass* Maryland customers will receive a 37.5% discount. At the Thomas J. Hatem Memorial Bridge (US 40), *E-ZPass* Maryland customers also will receive a 30% discount on three- and four-axle vehicles. No minimum use is required. At the Intercountry Connector (ICC)/ MD 200 and I-95 Express Toll Lanes (ETL), both All-Electronic Toll roads, paying tolls with *E-ZPass* saves money versus paying higher Video Toll Rates, which are 1.5 times the *E-ZPass* toll rates with a minimum of \$1/ maximum of \$15 above the *E-ZPass* rates. Off-peak and overnight pricing also are offered on the ICC and I-95 ETL. All plans may be subject to account fees and prepaid toll deposits where applicable. **This plan does not apply to the Thomas J. Hatem Memorial Bridge Choice A discount plan.**

Discount Plans – How They Work

If you have a Standard Plan, you are also eligible to enroll in the *E-ZPass* Maryland discount plans listed here, which allow frequent commuters discount rates at selected facilities. **ALL** two-axle discount plans are transponder specific. Plans **CANNOT** be shared between transponders. If more than one discount plan is selected for a transponder, the lowest applicable toll rate for a facility will be posted to your account.

Plan cycles begin when first used and end after 45* days or when all trips are used, whichever comes first. The account is charged the discounted toll rate when each trip is recorded using the transponder. All unused trips are charged to your account at the end of the plan period. Unused trips in a Discount Plan **ARE NOT** refundable.

*William Preston Lane, Jr. Memorial (Bay) Bridge Shoppers Discount Plan is valid for 90 days. Plan cycles do not apply to the Thomas J. Hatem Memorial Bridge Discount Plans.

Discount Plan Options

Baltimore Region Discount Plan: (Fort McHenry Tunnel, Baltimore Harbor Tunnel, Francis Scott Key Bridge, John F. Kennedy Memorial Highway and Thomas J. Hatem Memorial Bridge). The total cost for used and unused trips is \$70.00.

Pay \$1.40 per trip for 50 trips that are valid for 45 days. Because tolls are only collected in one direction at the JFK Highway and Hatem Memorial Bridge, two trips are deducted for each passage.

William Preston Lane, Jr. Memorial (Bay) Bridge Discount Plan: Pay \$1.40 per trip for 25 trips that are valid for 45 days. The total cost for used and unused trips is \$35.00.

William Preston Lane, Jr. Memorial (Bay) Bridge Shoppers Discount Plan: Pay \$2 per trip for 10 trips that can be used Sunday through Thursday and are valid for 90 days. The total cost for used and unused trips is \$20.00.

Governor Harry W. Nice Memorial Bridge Discount Plan: Pay \$2.10 per trip for 25 trips that are valid for 45 days. The total cost for used and unused trips is \$52.50.

Thomas J. Hatem Memorial Bridge Discount Plans:

Choice A: An *E-ZPass* account with all transponders valid **ONLY** at the Hatem Bridge. This plan applies only to two-axle vehicles, and includes unlimited trips; however **the transponder must be properly mounted in the vehicle**. This plan is subject to a flat annual fee of \$20.00. There are **NO** account fees, prepaid toll deposits or account statements. You **are not** eligible for other Maryland discount plans.

Choice B: This discount plan is attached to a specific transponder and includes unlimited trips for two-axle vehicles at the Hatem Bridge; however **the transponder must be properly mounted in the vehicle**. A transponder with this plan is valid anywhere *E-ZPass* is accepted and is automatically enrolled in the Standard Plan which allows you to receive additional discounts at participating Maryland facilities (See Standard Plan description). This plan also allows the holder to select additional discount plan options.

A renewal notice for a Hatem Bridge **Choice A** or **Choice B** discount plan will be mailed 45 days prior and a reminder notice mailed 15 days prior to the annual renewal date. The plan **must** be renewed annually by visiting an *E-ZPass* Maryland Customer Service Center or ezpassmd.com or by contacting 1.888.321.6824. However, for customers with the **Choice B** discount plan who have credit card replenishment, the renewal will automatically occur 30 days prior to the expiration date.

All Electronic Toll (AET) Facilities

Intercountry Connector (ICC) / MD 200 and I-95 Express Toll Lanes (ETL):

While no formal discount plan is available, *E-ZPass* is the most cost-effective way to pay your ICC and I-95 ETL tolls. Drivers without *E-ZPass* pay higher Video Toll Rates, which are 1.5 times the *E-ZPass* toll rates with a minimum of \$1/maximum of \$15 above the *E-ZPass* rates. Off-peak and overnight pricing also are offered.

IMPORTANT INFORMATION

Account updates and inquiries may be made at ezpassmd.com, by phone at 1-888-321-6824, or by visiting a Customer Service Center to:

Review account information regularly.

- Update vehicle and credit card information to prevent unpaid tolls and fees.
- Update demographic information to ensure that mailings and other communication reach you.
- Report a lost or stolen transponder.

For *E-ZPass* Maryland Customer Service Center hours and locations, visit the website or call the Customer Service Center number listed above.

Please mount your transponder in accordance with the instructions provided by *E-ZPass* Maryland. If your transponder is not properly mounted, you may incur a higher toll rate posted to your account; you will be responsible for paying the higher toll rate.

If your transponder is properly mounted, and your account is in good standing, but one or more of the following circumstances occur, call the Customer Service Center at 1-888-321-6824 or visit a Customer Service Center for assistance:

- toll rates that are higher than the plan(s) you are enrolled in are being deducted from your account
- you have received a Notice of Toll(s) Due
- you have received an "Invalid Tag" message on the patron display
- you are not receiving a green light in staffed toll lanes

Please obey posted speed limits at all toll plazas. You must come to a complete stop in staffed toll lanes and proceed only on a green signal.



Maryland
Transportation
Authority



ezpassmd.com

1-888-321-6824

711: MD Relay

Fax: 410-633-6618



PRIVATE ACCOUNT TERMS AND CONDITIONS

These Terms and Conditions, together with your *E-ZPass* Maryland Application ("Application"), constitute your *E-ZPass* Maryland Agreement ("Agreement"). *E-ZPass* is a multi-state system, which includes *E-ZPass*, *E-ZPass* Plus, and other tolling facilities ("Facilities"). In Maryland, this system is operated by the Maryland Transportation Authority (hereinafter "*E-ZPass* Maryland"). *E-ZPass* Maryland has various agreements with other tolling entities to allow electronic financial transactions to be recorded by an *E-ZPass* transponder or other toll collection means and processed through an *E-ZPass* account. Please read these Terms and Conditions and keep them for your records. When you open an *E-ZPass* Maryland Account ("Account") or use an *E-ZPass* transponder issued by *E-ZPass* Maryland, you agree as follows:

I. GENERAL CONDITIONS

- You are responsible for maintaining your Account and for monitoring your Account balance and activity.
- You shall not assign the obligations or benefits of this Agreement to anyone else without the express written consent of *E-ZPass* Maryland.
- You must approach and pass through *E-ZPass* toll lanes at the posted speed limit. Failure to obey the posted speed limit may result in suspension of your Account or Account closure.
- In staffed toll lanes, you shall come to a complete stop and proceed only on a green signal unless otherwise directed, even if your vehicle is equipped with an *E-ZPass* transponder.
- You shall comply with all applicable traffic laws, regulations, signs, signals and directions of *E-ZPass* Maryland employees, agents and law enforcement officers.
- E-ZPass* Maryland may deny any Application at any time because of outstanding account maintenance fees, unpaid Video Toll transactions, citations including civil penalties, or the submission of false information.
- You acknowledge and understand that you and your vehicle may be recorded on a video monitoring system and/or digitally photographed while traveling through a Maryland toll collection facility and other Facilities that have an agreement with *E-ZPass* Maryland and/or accept *E-ZPass*. You expressly understand that *E-ZPass* Maryland and other Facilities monitor the use of the transponder for the purpose of toll collection, traffic monitoring and detecting violations of this Agreement.
- You expressly understand that *E-ZPass* Maryland may use information gathered from the government agency that is responsible for motor vehicle registrations, in addition to information submitted by you when posting transactions to your Account and deducting applicable tolls.
- You authorize *E-ZPass* Maryland to process through your Account, the payment of tolls and fees incurred from the use of Facilities.
- Failure to comply with this Agreement may result in any or all of the following: Video Toll transactions, citations including civil penalties, suspension of your Account, Account closure, refusal or suspension of your motor vehicle registration and referral to the Maryland Central Collection Unit ("CCU"). The Maryland Motor Vehicle Administration ("MVA") and CCU may assess additional fees.

II. YOUR ACCOUNT

- You agree to inform *E-ZPass* Maryland of any changes to your Account. Failure to keep your Account up-to-date may result in Video Toll transactions. The following information must be kept current:**
 - Name(s) on the Account;
 - Address;
 - Telephone number;
 - E-mail address, if provided or if receiving electronic Account statements;
 - Vehicle information (registration plate number ("license plate") and state, make, model, and year);
 - Expiration date of credit card account, or change in credit card number, if applicable;
 - Payment method;
 - Driver's license identification number and state of issuance or state issued identification card number and state of issuance, if provided; and
 - Federal Employer Identification Number ("FEIN"), if provided.
- You may have up to four (4) transponders and ten (10) vehicles registered on your Private Account. If you require more than four (4) transponders or ten (10) vehicles on your Account, you must close your Private Account and open a Business Account. Please see the Business Account Terms and Conditions.
- You must maintain a positive Account balance to cover applicable charges to your Account. Applicable tolls will be deducted from your Account each time the transponder is detected, a vehicle registered on your Account passes through a Facility, or a transaction is matched by *E-ZPass* Maryland to your Account. *E-ZPass* Maryland matches a transaction to your Account through information provided by you to *E-ZPass* Maryland or registered owner information obtained from the government agency that is responsible for motor vehicle registrations. The information used to match a transaction to your Account includes, but is not limited to, an identical driver's license identification number, FEIN or the same name and address. *E-ZPass* Maryland also may deduct from your Account any applicable fees. (See XV. Schedule of Fees.)
- E-ZPass* Maryland may add a license plate to your Account if it is matched to your Account by *E-ZPass* Maryland for electronic toll collection. The vehicle may be matched to your Account through information on your Account or information obtained from the government agency responsible for motor vehicle registrations. *E-ZPass* Maryland may match a vehicle to your Account through identical driver's license identification numbers, identical FEIN or the same name and address.
- E-ZPass* Maryland may add a driver's license identification number or FEIN to your Account if a transaction is applied to your Account and the driver's license identification number or FEIN is available. The driver's license identification number or FEIN is obtained through the government agency that is responsible for motor vehicle registrations, when searching the registered owner vehicle information for an *E-ZPass* Maryland toll facility transaction.
- E-ZPass* Maryland may add an address to your Account if a transaction is applied to your Account and a new address is available. The address is obtained through relevant government agencies and associated services when searching the registered owner information for an *E-ZPass* Maryland toll transaction.
- No interest will be paid on any funds held in your Account.
- Accounts without a Maryland address will be charged a monthly account maintenance fee. The maintenance fee will be waived if the Account uses Maryland toll facilities at least three times in the previous statement period. The fee, if charged, will be deducted from your Account. Account maintenance fees are nonrefundable.
- If you choose, you may receive a periodic statement, as selected on your Application. If there is no activity on your Account during the applicable period covered by such statement, you will not receive a statement.
- You may be charged a fee for any request to retrieve a statement. Statements more than one (1) year old are not available.
- You agree that sending information via First-Class mail, email, or text message to the address, email address or cell phone number on your Application or to an address, email address or cell phone number

that you subsequently provide to *E-ZPass* Maryland constitutes notice to you of the tolls, fees or charges owed, changes to account terms and conditions, and of any determination by *E-ZPass* Maryland of any submitted dispute of tolls and fees related to this Agreement. You will be required to opt-in to text messaging service.

III. ACCOUNT PAYMENTS AND REPLENISHMENT

- You must pay a minimum advance toll payment or replenishment amount, which is a prepayment to your Account, sufficient to pay Account charges for a one-month period of time.
- Advance toll payments are not available for use from your Account until twenty-four (24) hours after replenishment for in-state use and forty-eight (48) hours after replenishment for out-of-state use.
- E-ZPass* Maryland will perform an Account analysis on all new Accounts thirty-five (35) days from the first use of a transponder and every sixty (60) days thereafter. If your average monthly usage, within a sixty (60) day period, is above or below your replenishment amount, *E-ZPass* Maryland will automatically adjust your replenishment amount to approximate one-month's level of use. The change in your replenishment amount will be reported on your account statement.
- You agree to replenish your Account by this amount when your Account balance decreases to or falls below the minimum balance specific to the Account plan you selected in your Application.
- You may choose to replenish your Account in one of the following ways:
 - By credit card. You may authorize *E-ZPass* Maryland to charge your credit card automatically for all charges to your Account; or you may authorize a one-time online credit card payment via the website at ezpassmd.com, at an *E-ZPass* Maryland Stop-In Center, by telephone at 1-888-321-6824, or by mail to *E-ZPass* Maryland Service Center, P.O. Box 17600, Baltimore, Maryland 21297-7600;
 - By check or money order made payable to ***E-ZPass* Maryland**. Your payment may be sent by mail or made at an *E-ZPass* Maryland Stop-In Center; or
 - By cash payment in U.S. dollars in person at an *E-ZPass* Maryland Stop-In Center. DO NOT SEND CASH BY MAIL OR LEAVE CASH IN A DROP BOX.
- You may have more than one replenishment transaction within a one-month period based upon your usage.
- If you fail to maintain a positive balance on your Account and you pass through a Maryland Facility, a Video Toll transaction will result. Further, if you fail to maintain a positive Account balance and you use Facilities outside of Maryland, you will be issued a violation notice from that state in accordance with its laws.
- You acknowledge that a fee will be charged to you for each returned check and returned Automated Clearing House (ACH) transaction should an overdraft occur. You agree that the fee may be deducted from your Account. (See Section XV. Schedule of Fees.)

IV. DISCOUNT PLANS

E-ZPass Maryland two-axle vehicle discount plans are linked to a specific transponder assigned to your Account. Plan cycles begin when first used and end after the specified number of days of the plan or when all trips are used, whichever comes first. The account is charged the discounted toll rate when each trip is recorded using the transponder specifically associated with the valid discount plan. All *E-ZPass* Maryland discount plans are time sensitive. Any unused trips within the discount plan cycle will be deducted from your Account ten (10) days after the plan cycle ends and will be reflected on your statement. If the transponder is not read, but the license plate of the vehicle is registered on the Account or the transaction is otherwise matched by *E-ZPass* Maryland to your Account, you will be charged the cash toll rate instead of the discount plan rate. A Video Toll transaction will result if the transponder is not read and the license plate is not on the Account or the transaction is not otherwise matched by *E-ZPass* Maryland to your Account. Unused trips in a discount plan are nonrefundable.

V. ABOUT YOUR TRANSPONDER(S)

- You agree to correctly mount, display and use the transponder in accordance with the instructions provided by *E-ZPass* Maryland.** Do not mount the transponder in any location that could interfere with your visibility or ability to operate your vehicle. Failure to mount the transponder correctly may hinder toll collection, may result in a higher toll rate being deducted from your Account or may result in a Video Toll transaction.
- A nonrefundable transponder fee will be charged for each transponder issued to your new Account or to an existing *E-ZPass* Maryland Account, unless you are using a valid previously-owned transponder, in which case no transponder fee will be charged.
- A defective transponder may be replaced with a similar unit within the transponder's warranty period if the transponder has not been damaged, defaced or improperly used as determined by *E-ZPass* Maryland. However, if *E-ZPass* Maryland determines the transponder has been damaged, defaced or improperly used, a nonrefundable transponder fee will be charged for a replacement transponder. The warranty period begins on the date of issuance of the transponder to the first owner and is based upon the model of the transponder.
- You may use the transponder only with the vehicle(s) specifically registered on your Account.
- When you use the transponder or any vehicle registered on your Account at any Facilities or a transaction is otherwise matched by *E-ZPass* Maryland to your Account, you authorize *E-ZPass* Maryland to debit your Account for such use.
- If you use the transponder at Facilities outside of Maryland, you are subject to the laws and regulations governing such use.
- Transactions in which the transponder is not read may result in a higher toll rate being deducted from your Account or the issuance of a Video Toll transaction.
- If your transponder is lost or stolen, you must immediately notify *E-ZPass* Maryland verbally, in writing, or via the website. Until you notify *E-ZPass* Maryland that your transponder has been lost or stolen, *E-ZPass* Maryland will continue to deduct any tolls or fees incurred by your transponder from your Account. You will not be liable for transponder use that occurs after you notify *E-ZPass* Maryland. If a replacement transponder is requested, a nonrefundable transponder fee will be charged for the replacement.
- If you no longer wish to use a transponder issued to your Account, you may return the transponder to *E-ZPass* Maryland for proper disposal. If you are returning your transponder and closing your Account, refer to Section IX Termination of this Agreement for voluntary Account closure instructions.

VI. ACCOUNT AGREEMENT MODIFICATIONS

E-ZPass Maryland may change the Terms and Conditions of this Agreement at any time by advance notice. These Terms and Conditions shall be effective on December 20, 2015. If you do not agree to accept the new Terms and Conditions, you must close your Account prior to the effective date of the new Terms and Conditions. The invalidity of any of the Terms and Conditions of this Agreement shall not affect the enforceability of any other Terms and Conditions of this Agreement, which shall remain in full force and effect.

VII. VIDEO TOLL TRANSACTIONS

- A Video Toll transaction will occur at Maryland Facilities in any of the following scenarios:
 - When the transponder is detected, and the Account has a negative balance;
 - When the transponder is not detected for any reason, including improper mounting to your vehicle, and the vehicle is not registered on your Account;
 - When the transaction is otherwise not matched by *E-ZPass* Maryland to your Account;
 - When the transponder is detected after it has been reported lost or stolen; and
 - When the Account has been suspended or closed.
- Video Toll transactions result in issuance of a Notice of Toll Due (NOTD) charging the Video Toll rate.
- An NOTD will be sent for a Video Toll transaction via First-Class mail to the registered owner of the vehicle as determined by the information gathered from the government agency that is responsible for motor vehicle registrations.

VIII. DISPUTES

You hereby authorize *E-ZPass* Maryland to decide every question or issue in connection with or related to this Agreement, including, without limitation, the imposition of tolls, fees, or other charges incurred, applied or stated for the use or misuse of your transponder or Account. You may dispute the imposition of charges or fees related to your Account verbally or in writing to the *E-ZPass* Maryland Customer Service Center. Such dispute must be made within one hundred twenty (120) days from the date the transaction is posted to your Account. A Video Toll transaction may be disputed as indicated on an NOTD and is not covered by this Agreement.

IX. TERMINATION

- In order to terminate this Agreement and voluntarily close your Account, you may:
 - Access your *E-ZPass* Maryland Account at ezpassmd.com and submit a request stating your intent to close your Account and terminate this Agreement;
 - Send a written request stating your intent to close your Account and terminate this Agreement;
 - Visit an *E-ZPass* Maryland Stop-In Center and request to close your Account and terminate this Agreement; or
 - Contact the *E-ZPass* Maryland Customer Service Center at 1-888-321-6824 and request to close your Account and terminate this Agreement.
- Additionally, you **shall**:
 - Pay all amounts owed to *E-ZPass* Maryland, including:
 - Pending toll transactions;
 - Unused discount plan charges;
 - Negative Account balance;
 - Unpaid tolls, fees, and civil penalties as applicable; and
 - Other Account related fees, as applicable.
 - Stop using your Account as it is no longer valid for any toll activity throughout the entire *E-ZPass* system.
- If the financial settlement results in a positive Account balance, a refund will be issued. If a negative Account balance results, a letter showing the balance due will be sent to you for payment. Unused trips in a discount plan are not eligible for refunds. Refunds are sent within thirty (30) days of Account termination in accordance with a) and b) above.
- E-ZPass* Maryland may terminate this Agreement and close your Account at any time and for any reason, including inactivity.
- You may return your transponder(s) to *E-ZPass* Maryland for proper disposal since it contains a lithium battery. If you do not return your transponder to *E-ZPass* Maryland for proper disposal, you are responsible for consulting federal, state and local waste regulations to determine appropriate disposal options.

X. GOVERNING LAW

This Agreement shall be governed by and construed in accordance with the laws of the State of Maryland.

XI. COLLECTION OF EXPENSES

You agree to pay all costs, including attorneys' fees, incurred by *E-ZPass* Maryland and all entities providing *E-ZPass* services to collect any funds, including CCU and MVA fees, due under the terms of this Agreement.

XII. NON-DISCLOSURE

E-ZPass Maryland respects the right of privacy and confidentiality of all Account holders. Account information will not be disclosed to third parties without your consent except as permissible by law and the policies of *E-ZPass* and the entities providing *E-ZPass* services.

XIII. DISCLAIMER

You acknowledge that *E-ZPass* Maryland and all entities providing *E-ZPass* services have not made, and expressly disclaim any representation or warranty, expressed or implied, relating to the transponder including, without limitation, any implied or expressed warranty of merchantability, fitness for a particular purpose or conformity to models or samples. You agree that *E-ZPass* Maryland and all entities providing *E-ZPass* services will have no obligation or liability whatsoever to you with respect to your use or the performance of the transponder, except as specifically provided herein. You agree to indemnify and hold harmless *E-ZPass* Maryland and all entities providing *E-ZPass* services from and against all damage, loss, cost, expense or liability relating to, arising from, or as a result of, the use, installation, performance, or removal of the transponder.

XIV. INQUIRIES AND CORRESPONDENCE

Please send correspondence, inquiries, payments and transponder returns to: *E-ZPass* Maryland Service Center, P.O. Box 17600, Baltimore, Maryland 21297-7600.

Inquiries and payments can also be made at: ezpassmd.com and 1-888-321-6824

XV. SCHEDULE OF FEES

Nonrefundable Transponder Fee: Prices vary by model, See the Application, Part 3
Monthly Account Maintenance Fee, if applicable (see Section II.h)
Nonsufficient Funds Fee (returned checks): \$25.00
Civil Penalty: \$50.00
Additional Copies of Statements: \$.25 per page
All fees are subject to change without notice.



ON-THE-GO

SIGN UP NOW!

MY ACCOUNT

ABOUT E-ZPass®

ROADS & TRAVEL

TOLL RATE CALCULATOR

PAY VIDEO TOLLS

September 14, 2020

ABOUT E-ZPass®

Overview

How It Works

Transponders

E-ZPass Maryland
Customer Service Center
Locations

Terms & Conditions

Participating Toll Facilities

Plan Descriptions

Hatem Bridge Plans

Download Applications

E-ZPass® Plus

Plan Descriptions

Private Account

Private accounts are limited to customers who request four (4) or fewer transponders. New and replacement transponders are subject to a nonrefundable transponder fee. This fee may decrease/increase without notice based on pricing set by the transponder manufacturer. Accounts without a Maryland address are charged a \$1.50 monthly account maintenance fee. The maintenance fee will be waived if the Account uses Maryland toll facilities at least three times in the previous statement period.

Standard Plan (STANDARD)

This plan allows you to enroll in the E-ZPass program and receive a **25% discount off the two-axle cash rate at most Maryland toll facilities**. At the William Preston Lane, Jr. Memorial (Bay) Bridge (US 50/301), E-ZPass Maryland customers will receive a 37.5% discount. At the Thomas J. Hatem Memorial Bridge (US 40), E-ZPass Maryland customers also will receive a 30% discount on three- and four-axle vehicles. No minimum use is required. At the Intercounty Connector (ICC)/MD 200 and I-95 Express Toll Lanes (ETL), both All-Electronic Toll roads, paying tolls with E-ZPass saves money versus paying higher Video Toll Rates, which are 1.5 times the E-ZPass toll rate, with a minimum of \$1/maximum of \$15 above the E-ZPass rates. Off-peak and overnight pricing also are offered on the ICC and 1-95 ETL. All plans may be subject to account fees and prepaid toll deposits where applicable. **This plan does not apply to the Thomas J. Hatem Memorial Bridge Choice A discount plan.**

Discount Plans — How They Work

If you have a Standard Plan, you are also eligible to enroll in the E-ZPass Maryland discount plans listed here, which allow frequent commuters discount rates at selected facilities. **ALL** two-axle discount plans are transponder specific. Plans **CANNOT** be shared between transponders. If more than one discount plan is selected for a transponder, the lowest applicable toll rate for a facility will be posted to your account.

Plan cycles begin when first used and end after 45* days or when all trips are used, whichever comes first. The account is charged the discounted toll rate when each trip is recorded using the transponder. All unused trips are charged to your account at the end of the plan period. **Unused trips in a Discount Plan ARE NOT refundable.**

*William Preston Lane, Jr. Memorial (Bay) Bridge Shoppers Discount Plan is valid for 90 days. Plan cycles do not apply to the Thomas J. Hatem Memorial Bridge Discount Plans.

Discount Plan Options

Baltimore Region Discount Plan: (Fort McHenry Tunnel, Baltimore Harbor Tunnel, Francis Scott Key Bridge, John F. Kennedy Memorial Highway and Thomas J. Hatem Memorial Bridge) (MDTACMT): The total cost for used and unused trips is \$70.00. Pay \$1.40 per trip for 50 trips that are valid for 45 days. Because tolls are only collected in one direction at the JFK Highway and Hatem Memorial Bridge, two trips are deducted for each passage.

William Preston Lane, Jr. Memorial (Bay) Bridge Discount Plan (MDTAWPL): Pay \$1.40 per trip for 25 trips that are valid for 45 days. The total cost for used and unused trips is \$35.00.

William Preston Lane, Jr. Memorial (Bay) Bridge Shoppers Discount Plan (MDTABBS): Pay \$2 per trip for 10 trips that can be used Sunday through Thursday and are valid for 90 days. The total cost for used and unused trips is \$20.00.

Governor Harry W. Nice Memorial Bridge Discount Plan (MDTAHWN): Pay \$2.10 per trip for 25 trips that are valid for 45 days. The total cost for used and unused trips is \$52.50.

Intercounty Connector (ICC) / MD200: While no formal discount plan is available, E-ZPass is the most cost-effective way to pay your ICC tolls. Drivers without E-ZPass pay higher Video Toll Rates, which are 1.5 times the E-ZPass toll rates, with a minimum of \$1/maximum of \$15 above the E-ZPass rates. Off-peak and overnight pricing also are offered.

I-95 Express Toll Lanes (ETL): While no formal discount plan is available, E-ZPass is the most cost-effective way to pay your I-95 ETL tolls. Drivers without E-ZPass pay higher Video Toll Rates, which are 1.5 times the E-ZPass toll rates, with a minimum of \$1/maximum of \$15 above the E-ZPass rates. Off-peak and overnight pricing also are offered.

Thomas J. Hatem Memorial Bridge Discount Plans:

Choice A (TJHA): An E-ZPass account with all transponders valid **ONLY** at the Hatem Bridge. This plan applies only to two-axle vehicles, and includes unlimited trips; however the transponder must be properly mounted in the vehicle. This plan is subject to a flat annual fee of \$20.00. There are NO account fees, prepaid toll deposits or account statements. You are not eligible for other Maryland discount plans.

A renewal notice for a Hatem Bridge Choice A discount plan will be mailed 45 days prior and a reminder notice mailed 15 days prior to the annual renewal date. The plan must be renewed annually by visiting an E-ZPass Maryland Customer Service Center or ezpassmd.com or by contacting 1.888.321.6824.

[Sign Up Now!](#)

Choice B (TJHB): This discount plan is attached to a specific transponder and includes unlimited trips for two-axle vehicles at the Hatem Bridge; however the transponder must be properly mounted in the vehicle. A transponder with this plan is valid anywhere E-ZPass is accepted and is automatically enrolled in the Standard Plan which allows you to receive additional discounts at participating Maryland facilities (See Standard Plan description). This plan also allows the holder to select additional discount plan options.

A renewal notice for a Hatem Bridge Choice B discount plan will be mailed 45 days prior and a reminder notice mailed 15 days prior to the annual renewal date. The plan must be renewed annually by visiting an E-ZPass Maryland Customer Service Center or ezpassmd.com or by contacting 1.888.321.6824. For customers who have credit card replenishment, the renewal will automatically occur 30 days prior to the expiration date.

[Sign Up Now!](#)

Business Account

The Business Standard Plan (Business) allows you to enroll in the E-ZPass program and receive a 25% discount off the two-axle cash rate at most Maryland toll facilities. At the William Preston Lane, Jr. Memorial (Bay) Bridge (US 50/301), E-ZPass Maryland customers will receive a 37.5% discount. At the Thomas J. Hatem Memorial Bridge (US 40), E-ZPass Maryland customers also will receive a 30% discount on three- and four-axle vehicles. **No minimum use is required.** At the Intercountry Connector (ICC)/MD 200 and I-95 Express Toll Lanes (ETL), both All-Electronic Toll roads, paying tolls with E-ZPass saves money versus paying higher Video Toll Rates, which are 1.5 times the E-ZPass toll rates with a minimum of \$1/maximum of \$15 above the E-ZPass rates. Off-peak and overnight pricing also are offered on the ICC and I-95 ETL. All plans may be subject to account fees and prepaid toll deposits where applicable.

Discount Plans (for two-axle vehicles)

The E-ZPass Maryland discount plan(s) listed below, allow frequent commuters discount rates at selected facilities. When you enroll in at least one of the discount plans, the Standard Plan will automatically apply at all other discount eligible E-ZPass Maryland toll facilities. **ALL** two-axle discount plans are transponder specific. Plans **CANNOT** be shared between transponders. Plan cycles begin when first used and end after 45* days or when all trips are used, whichever comes first. The account is charged the discounted toll rate when each trip is recorded using the transponder. All unused trips are charged to your account at the end of the plan period. Unused trips in a Discount Plan **ARE NOT** refundable.

***William Preston Lane, Jr. Memorial (Bay) Bridge Shoppers Discount Plan (MDTABBS)** is valid for 90 days. Plan cycles do not apply to the Thomas J. Hatem Memorial Bridge Discount Plans.

Discount Plan Options (two-axle vehicles)

Baltimore Region Discount Plan (Fort McHenry Tunnel, Baltimore Harbor Tunnel, Francis Scott Key Bridge, John F. Kennedy Memorial Highway and Thomas J. Hatem Memorial Bridge) (MDTACMT): Pay \$1.40 per trip for 50 trips that are valid for 45 days. Because tolls are only collected in one direction at the JFK Highway and Hatem Memorial Bridge, two trips are deducted for each passage. The total cost for used and unused trips is \$70.00.

William Preston Lane, Jr. Memorial (Bay) Bridge Discount Plan (MDTAWPL): Pay \$1.40 per trip for 25 trips that are valid for 45 days. The total cost for used and unused trips is \$35.00.

William Preston Lane, Jr. Memorial (Bay) Bridge Shoppers Discount Plan (MDTABBS): Pay \$2.00 per trip for 10 trips that can be used Sunday through Thursday and are valid for 90 days. The total cost for used and unused trips is \$20.00.

Governor Harry W. Nice Memorial Bridge Discount Plan (MDTAHWN): Pay \$2.10 per trip for 25 trips that are valid for 45 days. The total cost for used and unused trips is \$52.50.

Intercountry Connector (ICC) / MD200: While no formal discount plan is available, E-ZPass is the most cost-effective way to pay your ICC tolls. Drivers without E-ZPass pay higher Video Toll Rates, which are 1.5 times the E-ZPass toll rates with a minimum of \$1/maximum of \$15 above the E-ZPass rates. Off-peak and overnight pricing also are offered.

I-95 Express Toll Lanes (ETL): While no formal discount plan is available, E-ZPass is the most cost-effective way to pay your I-95 ETL tolls. Drivers without E-ZPass pay higher Video Toll Rates, which are 1.5 times the E-ZPass toll rates with a minimum of \$1/maximum of \$15 above the E-ZPass rates. Off-peak and overnight pricing also are offered.

Thomas J. Hatem Memorial Bridge Discount Plans:

Choice B (TJHB):

This discount plan is attached to a specific transponder and includes unlimited trips for two-axle vehicles at the Hatem Bridge; however the transponder must be properly mounted in the vehicle. A transponder with this plan is valid anywhere E-ZPass is accepted and is automatically enrolled in the Business Standard Plan which allows you to receive additional discounts at participating Maryland facilities (See Business Standard Plan description). This plan also allows the holder to select additional discount plan options.

A renewal notice for a Hatem Bridge discount plan will be mailed 45 days prior and a reminder notice mailed 15 days prior to the annual renewal date. The plan **must** be renewed annually by visiting an E-ZPass Maryland Customer Service Center or ezpassmd.com or by contacting 1.888.321.6824. For customers who have credit card replenishment, the renewal will automatically occur 30 days prior to the expiration date.

FIVE OR MORE AXLE VEHICLES

Discount Plans

E-ZPass Maryland business account holders will be enrolled in the Post-Usage Discount Plan for vehicles with five (5) or more axles; and the Supplemental Rebate Plan for vehicles with five (5) or more axles. Discounts for both plans are credited to accounts thirty (30) days after completion of a cycle.

Post-Usage Plan (POSTUSG):

The Post-Usage Discount Plan is **account specific** and is based on all transponders used on the account at eligible facilities, for five (5) or more axle vehicles. After the plan is added to your account, the cycle begins on the date of the first toll transaction and runs for thirty (30) days thereafter (e.g. you open an account on 11/3/11 your five-axle vehicle uses an eligible facility on 11/6/11 it will run 12/6/11, 1/5/12, etc.). Calculation of the post-usage discount is based on the following and does not include any applicable fees that may have been deducted from your account during the calculation period.

\$150.00 to \$1,999.99 of toll usage – 10 percent discount
\$2,000.00 to 7,500.00 of toll usage – 15 percent discount
Over \$7,500.00 of toll usage – 20 percent discount

Supplemental Rebate Plan

The Supplemental Rebate Plan is **transponder specific** and is based on the number of trips used by a single transponder at eligible facilities, for five (5) or more axle vehicles. The cycle begins when you open your account and runs to the corresponding day each subsequent month (e.g. you open an account on 11/3/11 it will run 12/3/11, 1/3/12, etc.). Because tolls are only collected in one direction at the John F. Kennedy Memorial Highway, Thomas J. Hatem Memorial Bridge,

Governor Harry W. Nice Memorial Bridge and the William Preston Lane, Jr. Memorial (Bay) Bridge, one trip on these facilities will be counted as two trips.

60-79 trips per transponder – 10 percent discount

80-99 trips per transponder – 15 percent discount

100 or more trips per transponder – 20 percent discount

Eligible Facilities

The following Maryland toll facilities are eligible for the Post-Usage Discount Plan and the Supplemental Rebate Plan: Baltimore Harbor Tunnel, Fort McHenry Tunnel, Francis Scott Key Bridge, Governor Harry W. Nice Memorial Bridge, John F. Kennedy Memorial Highway, Thomas J. Hatem Memorial Bridge, and William Preston Lane, Jr. Memorial (Bay) Bridge.

**** IMPORTANT INFORMATION ****

Please mount your transponder in accordance with the instructions provided by E-ZPass Maryland. If transponder is not properly mounted, you may incur a higher toll rate that will be posted to your account; you will be responsible for paying the higher toll rate.

If transponder is properly mounted, and your account is in good standing, but one or more of the following circumstances occur:

- toll rates posted to your account higher than the plan(s) you are enrolled in are being deducted from your account;
- you have received a Notice of Toll(s) Due;
- you have received an "Invalid Tag" message on the patron display; or
- you are not receiving a green light in staffed toll lanes, then call the Customer Service Center at 1-888-321-6824 or visit one of the E-ZPass Maryland Customer Service Center for assistance.

[View printer friendly version](#)





Executive Order 12731 of October 17, 1990

PRINCIPLES OF ETHICAL CONDUCT FOR GOVERNMENT OFFICERS AND EMPLOYEES

To ensure that every citizen can have complete confidence in the integrity of the Federal Government, each Federal employee shall respect and adhere to the fundamental principles of ethical service as implemented in regulations promulgated under sections 201 and 301 of this order:

- (a) **Public service is a public trust**, requiring employees to place loyalty to the Constitution, the laws, and ethical principles above private gain.
- (b) Employees shall not hold financial interests that conflict with the conscientious performance of duty.
- (c) Employees shall not engage in financial transactions using nonpublic Government information or allow the improper use of such information to further any private interest.
- (d) An employee shall not, except pursuant to such reasonable exceptions as are provided by regulation, solicit or accept any gift or other item of monetary value from any person or entity seeking official action from, doing business with, or conducting activities regulated by the employee's agency, or whose interests may be substantially affected by the performance or nonperformance of the employee's duties.
- (e) Employees shall put forth honest effort in the performance of their duties.
- (f) Employees shall make no unauthorized commitments or promises of any kind purporting to bind the Government.
- (g) Employees shall not use public office for private gain.
- (h) Employees shall act impartially and not give preferential treatment to any private organization or individual.
- (i) Employees shall protect and conserve Federal property and shall not use it for other than authorized activities.
- (j) Employees shall not engage in outside employment or activities, including seeking or negotiating for employment, that conflict with official Government duties and responsibilities.
- (k) Employees shall disclose waste, fraud, abuse, and corruption to appropriate authorities.
- (l) Employees shall satisfy in good faith their obligations as citizens, including all just financial obligations, especially those -- such as Federal, State, or local taxes -- that are imposed by law.
- (m) Employees shall adhere to all laws and regulations that provide equal opportunity for all Americans regardless of race, color, religion, sex, national origin, age, or handicap.
- (n) Employees shall endeavor to avoid any actions creating the appearance that they are violating the law or the ethical standards promulgated pursuant to this order.

Questions concerning these Ethical Principles or other ethics matters may be directed to

****POC for Ethics:**

James Buckels at USSTRATCOM

James.c.buckels2.civ@mail.mil or by phone at (402) 294-6321

*Note: Ethics Counselors are government attorneys whose 'client' is the government when they are providing ethics advice. There is no confidential "attorney-client relationship" between a government employee and an ethics counselor. Consulting on an ethics question is **not** legal assistance.*



Joint Ethics Regulation Overview

- ◆DOD Directive 5500.7-R (30 Aug. 93) & Changes 1-5
- ◆No Service Supplementing Regulations
- ◆Applies to all DOD employees, regardless of civilian or military grade
- ◆12 Chapters include punitive provisions

General Policy: DOD Employees (civilian and military) shall:

- ◆Become familiar with all ethical provisions
- ◆Comply with all provisions
- ◆Become familiar with scope and authority for official activities for which YOU are responsible

Ethics Counselor--Arms Length Attorney

- ◆Ethics counselor is an attorney, BUT
- ◆No attorney-client privilege is established on ethics questions
 - Must so advise before any communications
 - Must report suspected JER violations

Joint Ethics Regulation Key Rules

Gifts From Outside Sources—General Rule

- ◆Accept none from prohibited sources or given because of official position
- ◆Prohibited Source:
 - Does or seeks business w/your agency
 - Is regulated by your agency

Gifts—The Practical Approach

- ◆Is item actually a gift?
- ◆If YES, any exceptions?
 - \$20/\$50 Rule (can accept items of nominal value under \$20 at a time and no more than \$50 in value from any one source per year)
 - Gifts motivated by family relationship/ friendship—versus your job
 - Etc.

The Exceptions

- ◆“Occasional Basis” (Christmas, birthday)
 - Non-cash gifts of \$10 or less
 - Food in office; hospitality at residence
- ◆“Special, Infrequent Occasion” (marriage, retirement; NOT promotion)--\$10 limit per person; \$300 per organization
- ◆If exception applies, would acceptance undermine Government integrity?
 - Illegal if in exchange for an official action
 - Other statutes may prohibit
 - Appearance influence is being “bought”
- ◆Ask ethics counselor for particulars

Gifts Between Employees—The General Rule

- ◆No gifts to official superiors
 - “Official superior” means someone who directs or evaluates an employee
- ◆May not accept gift from lesser-paid employee
 - Unless not an official superior and personal relationship justifies gift

Bottom Line on Gifts

- ◆Regardless of exceptions, may NEVER accept a gift in return for influence or solicit a gift from an outside source
- ◆Gifts within exceptions must be truly VOLUNTARY

Travel Rules

Official Travel—Air Travel

- ◆Required to fly “Coach” unless
 - No other reasonably available accommodations exist
 - Disabled employee’s condition necessitates first-class travel
 - Exceptional security circumstances
 - Cheaper for the government
 - Costs paid by non-federal source
- ◆All first class travel must be reported

Travel Expenses From Non-Federal Source

- ◆Travel benefits may be accepted from a Non-Federal Source
 - Attendance in an Official Capacity
 - Joint Federal Travel Regulation & JER controlling
 - Employee may not accept cash

- ◆Reporting requirements: Must contact and report to the ethics counselor.

Incidental Travel Benefits

- ◆Generally, anything received as a result of official travel belongs to U.S. Government
- ◆Frequent Flyer benefits exception
 - Mileage credits from official travel belong to you (Public Law 107-107 §116)
- ◆On the spot upgrades
 - Upgrade at your own expense—but may not wear military uniform in business & 1st class
 - May accept if available to public—but may not be in military uniform
 - Don't accept if offered because of rank or official position
- ◆Getting Bumped
 - If voluntarily—keep benefit—but can't charge Government for any additional costs that may accrue for extending your trip
 - Involuntarily—benefit belongs to Government since member is considered to be “awaiting transportation” and Government supporting the cost

Use of Government Resources

- ◆Authorized vs. official use can be distinguished
- ◆Official use only of government resources, including comm. Communication resources include
 - Phones, faxes, PCs, e-mail and Internet access
- ◆Agency Designee MAY authorize if:
 - No adverse affect on duty performance, duration/frequency = reasonable
 - Public interest keeping employee at work station allows some limited flex
 - No adverse reflection on U.S. (e.g. porn reading, chain letters, etc)
 - No overburdening/ no “significant additional cost”

Commercial Activities

- ◆No conflicts of interest, or even appearance
- ◆No solicitation of junior members
- ◆Key exception to “junior member” prohibition: Sale or lease of non-commercial property

Fundraising

- ◆Only Combined Federal Campaign and Air Force Assistance Fund are officially sanctioned for the workplace
- ◆Purely personal, unofficial fundraising may be done subject to limitations—including on- and off-base fundraising by booster clubs and private organizations
- ◆Clear fundraising projects with the legal office first

Off-duty employment

- ◆Must clear with supervisor and ethics counselor---fill out AF Form 3902

Conclusion

- ◆Take JER seriously! Remember it is a PUNITIVE regulation!!
- ◆When In Doubt – Call Your Ethics Counselor!!!*

****POC for Ethics:**

**James Buckels at USSTRATCOM
James.c.buckels2.civ@mail.mil or
by phone at (402) 294-6321**

AIR FORCE BENEFITS FACT SHEET CIVILIAN EMPLOYEES

INTENT: To provide civilian employees with information about the benefits of Air Force employment. The fact sheet contains web links that provide additional information associated with each topic.

Section A (applicable to all or almost all appropriated employees)

PART I: COMPENSATION FOR CIVILIAN APPROPRIATED SERVICE

Link to GS pay charts: <https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/>

Link to FWS pay charts: <https://www.cpms.osd.mil/Subpage/AFWageSchedules/>

PART II: BENEFITS AND ENTITLEMENTS

Retirement Coverage: Most new hires are automatically covered by Federal Employees Retirement System (FERS). FERS is a three-tiered retirement plan consisting of a basic FERS annuity, Social Security (FICA), and the Thrift Savings Plan (TSP). Any potential credit for active duty military service with deposit payment, previous federal service will be reviewed to determine service credit and to verify retirement coverage. Benefits Specialist can be contacted at 1800 525 0102 with questions regarding crediting of previous Federal service. **NOTE:** Temporary employees are **not eligible** for retirement coverage. However, receive coverage under Social Security (OASDI) only. Temporary service on or after January 1, 1989 **is not** creditable under FERS.

Helpful Links: <https://www.opm.gov/retirement-services/fers-information/>
<https://www.opm.gov/retirement-services/csrs-information/>

Federal Employees Group Life Insurance (FEGLI): As a new federal civilian employee, you are automatically enrolled in Basic Life Insurance effective the first day in a pay and duty status. Optional life insurance coverage is not automatic, you have to take action to elect it. You must have Basic insurance in order to be eligible for Optional insurance. You have 60 days from your date of hire to sign up for Optional insurance. Optional insurance is effective the date you submit the election. If you do not elect to enroll in Optional insurance, you are considered to have waived optional coverage.

Federal Employees Health Benefit (FEHB): FEHB offers a wide variety of plans and coverage to help you meet your health care needs. You can choose from a Consumer-Driven and High Deductible plans that offer catastrophic risk protection with higher deductibles, health savings/reimbursable accounts and lower premiums, or Health Maintenance Organizations or Fee-for-service plans with comprehensive coverage and higher premiums. All nationwide FEHB plans offer international coverage. There are no waiting periods and no pre-existing condition limitations, even if you change plans. You have 60 days from your date of hire to enroll in health benefits if you are a newly hired, rehired, or newly eligible employee. You may also enroll during the annual Open Season (normally in November-December each year) or if you experience a qualifying life event.

Helpful Link: <https://www.opm.gov/healthcare-insurance/open-season>

Thrift Savings Plan (TSP): The TSP is a retirement savings and investment plan for federal employees. It offers the same type of savings and tax –deferred (traditional) and/or after-tax (Roth) contributions. TSP Catch-up traditional and Roth contributions are also available for age 50 and older. It offers Federal employees the same type of savings and tax benefits that many private corporations offer their employees under 401(k) plans in the civilian component of the TSP, employees covered by the Federal Employees Retirement System (FERS) and the Civilian Service Retirement System (CSRS) can contribute to the TSP. Newly hired, newly eligible or rehired (with a break in service of more than 30 days) employee after 1 August 2010, are automatically enrolled in traditional Thrift Savings Plan (TSP) at a contribution rate of three percent. TSP contributions are voluntary and in an amount you choose (subject to certain Internal Revenue Service annual limitations); therefore, you have the option of terminating, increasing, or decreasing this automatic enrollment at any time.

Helpful Link: <http://www.tsp.gov/>

Federal Long Term Care Insurance Program (FLTCIP): Long Term Care (LTC) insurance helps pay for chronic care and services such as home care or care in a nursing home or assisted living facility. If you suffer from an ongoing illness or disability, long term care provides help with performing daily activities such as eating, bathing, dressing, transferring from a bed to a chair, etc. LTC also includes care for those with severe cognitive problems such as Alzheimer’s disease. About 40 percent of people receiving long term care are adults ages 18 through 64 who have had an accident, stroke, or have developed a debilitating disease. Long term care may be required for many years and can easily exhaust available funds. To apply or to gather more information, please visit the FLTCIP Website.

Helpful Link: <https://www.ltcfeds.com/index.html>

Federal Employees Dental and Vision Insurance Program (FEDVIP): The Federal Employees Dental and Vision Program (FEDVIP) provides comprehensive supplemental dental and vision insurance coverage. There are several dental and vision plans from which to choose, including regional, national, and international coverage. There are three enrollment options available: self only, which covers the employee only; self plus one which covers the employee plus one eligible family member; and self and family which covers the employee and all eligible family members. Premiums are deducted on a pre-tax (premium conversion) basis. Employees pay the full premium for FEDVIP coverage, with no government contribution.

Helpful Link: <https://www.benefeds.com>

Flexible Spending Account (FSAFEDS): The Federal Flexible Spending Account Program (FSAFEDS) provides a way for you to save money on health care and/or child care/elder care expenses. You set aside money from your salary before taxes are withheld, incur eligible expenses, and receive reimbursement. Enrolling in FSAFEDS lowers the amount of income tax you pay because the salary you set aside for FSAFEDS is not taxes.

Helpful Link: <https://www.fsafeds.com>

Designation of Beneficiary Forms: You do not have to designate beneficiaries for your Federal benefits. This is a personal choice. If you do not designate a beneficiary, your benefits will be paid according to an established order of precedence in the event of your death. The order of precedence for each benefit is shown in the instructions that accompany each beneficiary form listed below. If you choose to file a designation of beneficiary forms, it is your responsibility to keep them current. It is recommended you review your designations yearly. You should submit a new designation any time the address of a beneficiary changes. This makes it easier to locate the beneficiary. You should also review and consider completing a new designation form whenever you have a significant change in your life, such as marriage, divorce, death, or other change in family status. These events do not automatically change a beneficiary previously submitted, nor do they prevent the named beneficiary from receiving the death benefits. (For example: Your current spouse is designated to receive your life insurance. You later divorce this spouse but don't submit a new beneficiary form. You remarry and again fail to submit a new designation form. If you then die, your ex-spouse will receive the life insurance proceeds).

- **SF 2823** – Federal Employees' Group Life Insurance (FGLI) Designation of Beneficiary
- **SF 1152** – Unpaid Compensation of Deceased Civilian Employee Designation of Beneficiary (consists of salary not paid at time of death and lump-sum payment for unused annual leave)
- **SF 2808** – Civil Service Retirement System (CSRS) Designation of Beneficiary (consist of a lump-sum payment of your contributions to the retirement system-use this form only if your current retirement coverage is CSRS).
- **SF3102** – Federal Employees Retirement System (FERS) Designation of Beneficiary (consists of a lump-sum payment of your contributions to the retirement system- use this form only if your current retirement coverage is FERS).
- **TSP-3** – Thrift Savings Plan Designation of Beneficiary

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auto skills, aero clubs, community centers, fitness centers, swimming pools, club programs, intramural sports, bowling centers, libraries, youth centers, outdoor recreation, and discounts for special events/off-base recreation promoted through Information, Tickets and Tours (ITT). Contact the Force Support Squadron at your installation for information about base programs and activities.

Helpful Link: <https://cs2.eis.af.mil/sites/10042/Pages/SplashPages/AFSVAHome.aspx>

Child Care/Youth Programs: Child Care/Youth Programs: Child Development Centers (CDC) offer care for infants and children, up to 5 years of age and School Age Care (SAC) programs offer care for children from 6-12 years of age. Air Force certified Family Child Care (FCC) homes are also available at or near most installations and provide a variety of child care services to include nights and weekends. The Expanded Child Care Program offers a diverse array of approaches to provide Airmen and their families with child care to support unique needs to include those located in geographically separated areas and are typically provided in FCC homes. Air Force Youth Programs (YP) provide opportunities for youth to develop their physical, social, emotional, and cognitive abilities and to experience achievement, leadership, enjoyment, friendship, and recognition. YP provides oversight of the School Age Care program and includes self-directed programs for preteens and teens, instructional classes and youth sports and fitness. Contact the installation CDC, SAC, FCC or YP for more information. Follow the provided link to make a request for child care.

Helpful Link: <https://militarychildcare.cnic.navy.mil/mcc-consumer/home/viewhome.action>

Employee Assistance Program (EAP): This program is available for use to all appropriated and non-appropriated fund employees and their family members. This program is managed by MAJCOM and installation Community Support Coordinators.

Helpful Link: https://mypers.af.mil/app/answers/detail/a_id/35462

Civilian Tuition Assistance Program (CTAP):

Civilian Tuition Assistance Program (CTAP) is only available to Air Force permanent full-time appropriated fund employees, excluding Air Force (AF) PALACE Acquire Interns, Copper Cap Interns, and employees assigned to Acquisition Professional Development Program (APDP) coded positions. However, if an APDP coded position employee is seeking coursework at the Doctorate level, they are now eligible for CTAP.

The goal of the Civilian Tuition Assistance Program (CTAP) is to assist civilians in their continued self-development and includes coursework at the associate, bachelor's, master's and doctorate (including Juris Doctorate) levels at an accredited college or university and listed in DoD Voluntary Education Partnership Memorandum of Understanding directory. Tuition Assistance (TA) is to be used for course(s) that contribute to occupational and institutional competencies, special interest needs and readiness by supporting the current and future needs of the Air Force. To maximize the availability of funds, AF civilians may request funding for credit-by-exams that will assess college level knowledge via College Level Examination Program (CLEP) and Defense Activities for Non-Traditional Education Support (DANTES) and Subject Standardized Tests (DSST).

Basic Eligibility Requirements

Applicants must:

Be an AF permanent full time appropriated fund employees, including wage grade
Currently have an acceptable performance appraisal rating
Have an approved education goal in the [Air Force Virtual Education Center \(AFVEC\)](#)
APDP coded position employee seeking coursework at the Doctorate level...STOP here and **contact your CFT** for application since this process is manual. Each member will be required to send a hard copy SF-182 for processing.
For more information, visit: https://mypers.af.mil/app/answers/detail/a_id/32991

Air University Associates of Applied Science in Air Force Leadership and Management Studies Program: The Associate of Applied Science Degree in Air Force Leadership and Management Studies is a two-year program offered by Air University's USAF Personnel Professional Development School. AF civilians who are competitively selected for this program will attend virtual classes while still performing their primary duties at home station. The Civilian Associate Degree Program (CADP) consists of a curriculum of ten online courses in Airpower, Leadership, and Management (30 credit hours) taught through an instructor-facilitated e-learning methodology along with an additional 30 credit hours of general studies and program-related electives that students will complete through Air Force funded credit-by-exam College-Level Examination Program (CLEP)®/DANTES Subject Standardized Tests (DSST) and/or through transfer credit, if they have already completed the equivalent coursework.

Helpful Link: https://mypers.af.mil/app/answers/detail/a_id/33547

Military and Family Readiness Center (M&FRC): The Military and Family Readiness Center is an advocate for wellness of Airman and their military families as they negotiate the challenges of military life. A variety of programs are offered that target life skills, transitions, relationships, education and employment as well as hands-on support/resources to strengthen military families, preparing members for success in the workplace and at home. In addition to a program office, Military OneSource is an on-line program designed to empower members and families by giving them access to immediate resources/support/ and information to address urgent needs. Contact the base Military and Family Readiness Center to learn more.

Helpful Links:

<https://militaryonesource.mil/>
<https://msejobs.militaryonesource.mil>
<https://aiportal.acc.af.mil/mycaa/Login.aspx>
<https://www.facebook.com/HQAFAlSA/>

Military OneSource: Military OneSource is a Department of Defense-funded program that provides immediate access to information/support services for employees and families at no cost. Information includes, but is not limited to, spouse employment and education and much more. It is a virtual extension to installation services.

Helpful Link: <http://www.militaryonesource.mil/>

Permanent Change of Station (PCS) moves

While not every movement to a new area involves a paid PCS, there are often opportunities for paid moves to centrally-managed positions, overseas assignments, and hard-to-fill positions. If you considering the possibility of a PCS move, the Joint Travel Regulations (JTR), Chapter 5, Part F provides information about a number of items, to include:

- transportation allowance
- per diem
- miscellaneous reimbursable expenses
- miscellaneous expense allowance (MEA)
- temporary quarters subsistence expense (TQSE)
- house-hunting trip
- real estate allowances
- relocation services
- privately owned vehicle (POV) transportation
- household goods (HHG) and mobile home transportation and storage
- relocation income tax allowance (RITA)

Link to the Joint Travel Regulations (JTR)

<https://www.defensetravel.dod.mil/Docs/perdiem/JTR.pdf>

Helpful Link: <http://www.defensetravel.dod.mil/site/travelreg.cfm>

Section B (applicable to Non-foreign Area)

The non-foreign area is that part of the United States outside of the contiguous 48 states and the District of Columbia. It includes Alaska, Guam, Hawaii, Puerto Rico, as well as some other areas, such as the Commonwealth of the Northern Marianas Islands, etc. These locations may or may not have additional allowances.

Overseas Cost of Living Allowance (COLA): COLA is a non-taxable allowance paid to employees in some areas in the United States that are outside of CONUS (e.g., Alaska, Hawaii, Guam). Locality pay was only introduced in the non-foreign area beginning in 2010. As locality pay increases, COLA decreases according to a formula that takes into account the non-taxability of COLA and the taxability of locality pay. For 2018, Alaska, most of Hawaii, Puerto Rico, the US Virgin Islands, Guam and the Commonwealth of the Northern Marianas have COLA. COLA changes periodically. For more information, see:

Helpful Link: <https://www.opm.gov/policy-data-oversight/pay-leave/pay-systems/nonforeign-areas/>

Post Differential (Post Diff): Post differential is intended to compensate employees for service at places in the non-foreign area where conditions of environment differ substantially from conditions of environment in the continental United States and warrant additional compensation. It is paid as a percentage of basic compensation. Post differential is taxable.

If a non-foreign location has both a COLA and Post Differential, the combination is limited to 25% maximum. Where the combination of the two exceeds 25%, the full COLA (which is non-taxable) is paid first, and a partial differential is paid, not to exceed a combined total of

25%. For 2018, American Samoa, Johnston and Sand Islands, Midway, and Wake Island have a 25% post diff. The territory of Guam and Commonwealth of the Northern Mariana Islands have 20% post differential.

Section C (applicable to Foreign Area)

Post Allowance: Commonly, but inaccurately, called ‘COLA’ (which only applies to the non-foreign area), Post Allowance is a non-taxable allowance paid in a foreign country to appropriated fund, full-time U.S. citizens. The purpose of Post Allowance is to offset the higher cost of living in the overseas area. The intent is to allow employees to purchase goods and services at a level equal to what they could purchase if stationed in Washington DC area. Post Allowance is not a fixed amount, and it will change based on the overseas cost of living in relation to that in Washington DC well as changes in exchange rates.

If you are in the country under a Status of Forces agreement (SOFA) and you are the sponsor with accompanying family members, your family size impacts your Post Allowance. In addition to being tax-exempt from Federal and State taxes, these allowances are also excluded from Social Security taxes. You can find specifics on Post Allowance in the Department of State Standardized Regulations (DSSR), Part 229.

Helpful Link: <https://aoprals.state.gov/Web920/cola.asp>

Living Quarters Allowance (LQA): Is a cost reimbursement based allowance to help defray housing costs incidental to assignment to a foreign country when the employee is authorized a transportation agreement. Employees are reimbursed actual rental costs not to exceed the maximum LQA rate for each location, and are based on category (grade) and with/without family. LQA covers both rent and utilities. In some locations, employees may reside in government quarters. (JTR Chapter 10 10020 - 10036).

Helpful Link: https://aoprals.state.gov/content.asp?content_id=241&menu_id=75

Separate Maintenance Allowance (SMA): There are two types of SMA, involuntary and voluntary. Involuntary may be granted when an agency determines that adverse, dangerous, unhealthful living conditions, such as lack of medical facilities, warrant exclusion of your family from your post of assignment or when the agency determines that there is a need to exclude family members from accompanying an employee to the area. Children are eligible for Involuntary SMA until they reach 21 years of age. Voluntary SMA may be authorized when there are special family needs or hardship prior to or after arrival at post for reasons including but not limited to career, health, educational or family considerations for the spouse, children, or other family members. Dependent children must be under age 18 or incapable of self-support to receive voluntary SMA, unless they are attending secondary school.

Post Hardship Differential (Post Diff): Post differential is intended to compensate employees for service at places in foreign areas where conditions of environment differ substantially from conditions of environment in the continental United States and warrant additional compensation as a recruitment and retention incentive. It is paid as a percentage of basic compensation in 5, 10, 15, 20, 25, 30, or 35% increments. Not every foreign country receives post differential.

Helpful Link: <https://aoprals.state.gov/Web920/hardship.asp>

Danger Pay: The danger pay allowance provides additional compensation for employees serving at designated danger pay posts. It is paid as a percentage of basic compensation in 15, 25 and 35% increments. In addition to being paid to permanently-assigned personnel, danger pay may also be paid to employees on temporary duty or detail to the post.

For more about foreign area allowances, see:

Helpful Link: https://aoprals.state.gov/Web920/allowance.asp?menu_id=95

Travel Entitlements: Employees who are selected for an assignment with a Permanent Change of Station (PCS) authorized may be eligible for a wide variety of travel entitlements when ordered to perform official travel for PCS. Employees should seek counseling from their CPS, FSO, and TMO. The following are some of the many entitlements available are outlined in the Joint Travel Regulations (JTR) Chapter 5 Permanent Duty Travel:

- PCS Allowances (Civilian Employees)(Chp 5)
- Part F – Permanent Duty Travel)
- Part G – Service Agreements
- Part H – Renewal Agreement Travel

Helpful Link: <http://www.defensetravel.dod.mil/site/travelreg.cfm/>

Base Exchange: The Exchange is a joint non-appropriated fund instrumentality of the Department of Defense (DoD). It has an enduring mission to provide quality merchandise and services to customers at competitively low prices that generate earnings which provides dividends to support morale, welfare and recreation programs. The Exchange is directed by a Board of Directors, responsible to the Secretaries of the Army and Air Force through the services' Chiefs of Staff. Shoppers can enjoy Exchange benefits in many ways, with the greatest value being the Exchange pledge "We go where you go," serving troops worldwide.

Helpful Link: <http://shop.aafes.com/shop/>

Commissary: The Defense Commissary Agency (DeCA) strives to sell grocery items at significant savings to enhance quality of life and readiness for members. Items are sold at cost plus a 5% surcharge, which covers the construction of new commissaries and modernization of existing stores. This provides quality products at a savings of 30 percent or more when compared to community supermarkets. Commissaries are a valued part of military life and benefits.

Helpful Link: <http://www.commissaries.com/>

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As of: 24 January 2019

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Helpful Link: <https://militarychildcare.cnic.navy.mil/mcc-consumer/home/viewhome.action>

Employee Assistance Program (EAP): This program is available for use to all appropriated and non-appropriated fund employees and their family members. This program is managed by MAJCOM and installation Community Support Coordinators.

Helpful Link: https://mypers.af.mil/app/answers/detail/a_id/35462

Civilian Tuition Assistance Program (CTAP):

Civilian Tuition Assistance Program (CTAP) is only available to Air Force permanent full-time appropriated fund employees, excluding Air Force (AF) PALACE Acquire Interns, Copper Cap Interns, and employees assigned to Acquisition Professional Development Program (APDP) coded positions. However, if an APDP coded position employee is seeking coursework at the Doctorate level, they are now eligible for CTAP.

The goal of the Civilian Tuition Assistance Program (CTAP) is to assist civilians in their continued self-development and includes coursework at the associate, bachelor's, master's and doctorate (including Juris Doctorate) levels at an accredited college or university and listed in DoD Voluntary Education Partnership Memorandum of Understanding directory. Tuition Assistance (TA) is to be used for course(s) that contribute to occupational and institutional competencies, special interest needs and readiness by supporting the current and future needs of the Air Force. To maximize the availability of funds, AF civilians may request funding for credit-by-exams that will assess college level knowledge via College Level Examination Program (CLEP) and Defense Activities for Non-Traditional Education Support (DANTES) and Subject Standardized Tests (DSST).

Basic Eligibility Requirements

Applicants must:

Be an AF permanent full time appropriated fund employees, including wage grade
Currently have an acceptable performance appraisal rating
Have an approved education goal in the [Air Force Virtual Education Center \(AFVEC\)](#)
APDP coded position employee seeking coursework at the Doctorate level. ...STOP here and
contact your CFT for application since this process is manual. Each member will be
required to send a hard copy SF-182 for processing.
For more information, visit: https://mypers.af.mil/app/answers/detail/a_id/32991

Air University Associates of Applied Science in Air Force Leadership and Management Studies Program: The Associate of Applied Science Degree in Air Force Leadership and Management Studies is a two-year program offered by Air University's USAF Personnel Professional Development School. AF civilians who are competitively selected for this program will attend virtual classes while still performing their primary duties at home station. The Civilian Associate Degree Program (CADP) consists of a curriculum of ten online courses in Airpower, Leadership, and Management (30 credit hours) taught through an instructor-facilitated e-learning methodology along with an additional 30 credit hours of general studies and program-related electives that students will complete through Air Force funded credit-by-exam College-Level Examination Program (CLEP)®/DANTES Subject Standardized Tests (DSST) and/or through transfer credit, if they have already completed the equivalent coursework.

Helpful Link: https://mypers.af.mil/app/answers/detail/a_id/33547

Military and Family Readiness Center (M&FRC): The Military and Family Readiness Center is an advocate for wellness of Airman and their military families as they negotiate the challenges of military life. A variety of programs are offered that target life skills, transitions, relationships, education and employment as well as hands-on support/resources to strengthen military families, preparing members for success in the workplace and at home. In addition to a program office, Military OneSource is an on-line program designed to empower members and families by giving them access to immediate resources/support/ and information to address urgent needs. Contact the base Military and Family Readiness Center to learn more.

Helpful Links:

<https://militaryonesource.mil/>

<https://msejobs.militaryonesource.mil>

<https://aiportal.acc.af.mil/myca/Login.aspx>

<https://www.facebook.com/HQAFSA1SA/>

Military OneSource: Military OneSource is a Department of Defense-funded program that provides immediate access to information/support services for employees and families at no cost. Information includes, but is not limited to, spouse employment and education and much more. It is a virtual extension to installation services.

Helpful Link: <http://www.militaryonesource.mil/>

Permanent Change of Station (PCS) moves

While not every movement to a new area involves a paid PCS, there are often opportunities for paid moves to centrally-managed positions, overseas assignments, and hard-to-fill positions. If you are considering the possibility of a PCS move, the Joint Travel Regulations (JTR), Chapter 5, Part F provides information about a number of items, to include:

- transportation allowance
- per diem
- miscellaneous reimbursable expenses
- miscellaneous expense allowance (MEA)
- temporary quarters subsistence expense (TQSE)
- house-hunting trip
- real estate allowances
- relocation services
- privately owned vehicle (POV) transportation
- household goods (HHG) and mobile home transportation and storage
- relocation income tax allowance (RITA)

Link to the Joint Travel Regulations (JTR)

<https://www.defensetravel.dod.mil/Docs/perdiem/JTR.pdf>

Helpful Link: <http://www.defensetravel.dod.mil/site/travelreg.cfm>

Section B (applicable to Non-foreign Area)

The non-foreign area is that part of the United States outside of the contiguous 48 states and the District of Columbia. It includes Alaska, Guam, Hawaii, Puerto Rico, as well as some other areas, such as the Commonwealth of the Northern Mariana Islands, etc. These locations may or may not have additional allowances.

Overseas Cost of Living Allowance (COLA): COLA is a non-taxable allowance paid to employees in some areas in the United States that are outside of CONUS (e.g., Alaska, Hawaii, Guam). Locality pay was only introduced in the non-foreign area beginning in 2010. As locality pay increases, COLA decreases according to a formula that takes into account the non-taxability of COLA and the taxability of locality pay. For 2018, Alaska, most of Hawaii, Puerto Rico, the US Virgin Islands, Guam and the Commonwealth of the Northern Mariana Islands have COLA. COLA changes periodically. For more information, see:

Helpful Link: <https://www.opm.gov/policy-data-oversight/pay-leave/pay-systems/nonforeign-areas/>

Post Differential (Post Diff): Post differential is intended to compensate employees for service at places in the non-foreign area where conditions of environment differ substantially from conditions of environment in the continental United States and warrant additional compensation. It is paid as a percentage of basic compensation. Post differential is taxable.

If a non-foreign location has both a COLA and Post Differential, the combination is limited to 25% maximum. Where the combination of the two exceeds 25%, the full COLA (which is non-taxable) is paid first, and a partial differential is paid, not to exceed a combined total of

25%. For 2018, American Samoa, Johnston and Sand Islands, Midway, and Wake Island have a 25% post diff. The territory of Guam and Commonwealth of the Northern Mariana Islands have 20% post differential.

Section C (applicable to Foreign Area)

Post Allowance: Commonly, but inaccurately, called 'COLA' (which only applies to the non-foreign area), Post Allowance is a non-taxable allowance paid in a foreign country to appropriated fund, full-time U.S. citizens. The purpose of Post Allowance is to offset the higher cost of living in the overseas area. The intent is to allow employees to purchase goods and services at a level equal to what they could purchase if stationed in Washington DC area. Post Allowance is not a fixed amount, and it will change based on the overseas cost of living in relation to that in Washington DC well as changes in exchange rates.

If you are in the country under a Status of Forces agreement (SOFA) and you are the sponsor with accompanying family members, your family size impacts your Post Allowance. In addition to being tax-exempt from Federal and State taxes, these allowances are also excluded from Social Security taxes. You can find specifics on Post Allowance in the Department of State Standardized Regulations (DSSR), Part 229.

Helpful Link: <https://aoprals.state.gov/Web920/cola.asp>

Living Quarters Allowance (LQA): Is a cost reimbursement based allowance to help defray housing costs incidental to assignment to a foreign country when the employee is authorized a transportation agreement. Employees are reimbursed actual rental costs not to exceed the maximum LQA rate for each location, and are based on category (grade) and with/without family. LQA covers both rent and utilities. In some locations, employees may reside in government quarters. (JTR Chapter 10 10020 - 10036).

Helpful Link: https://aoprals.state.gov/content.asp?content_id=241&menu_id=75

Separate Maintenance Allowance (SMA): There are two types of SMA, involuntary and voluntary. Involuntary may be granted when an agency determines that adverse, dangerous, unhealthful living conditions, such as lack of medical facilities, warrant exclusion of your family from your post of assignment or when the agency determines that there is a need to exclude family members from accompanying an employee to the area. Children are eligible for Involuntary SMA until they reach 21 years of age. Voluntary SMA may be authorized when there are special family needs or hardship prior to or after arrival at post for reasons including but not limited to career, health, educational or family considerations for the spouse, children, or other family members. Dependent children must be under age 18 or incapable of self-support to receive voluntary SMA, unless they are attending secondary school.

Post Hardship Differential (Post Diff): Post differential is intended to compensate employees for service at places in foreign areas where conditions of environment differ substantially from conditions of environment in the continental United States and warrant additional compensation as a recruitment and retention incentive. It is paid as a percentage of basic compensation in 5, 10, 15, 20, 25, 30, or 35% increments. Not every foreign country receives post differential.

Helpful Link: <https://aoprals.state.gov/Web920/hardship.asp>

Danger Pay: The danger pay allowance provides additional compensation for employees serving at designated danger pay posts. It is paid as a percentage of basic compensation in 15, 25 and 35% increments. In addition to being paid to permanently-assigned personnel, danger pay may also be paid to employees on temporary duty or detail to the post.

For more about foreign area allowances, see:

Helpful Link: https://aoprals.state.gov/Web920/allowance.asp?menu_id=95

Travel Entitlements: Employees who are selected for an assignment with a Permanent Change of Station (PCS) authorized may be eligible for a wide variety of travel entitlements when ordered to perform official travel for PCS. Employees should seek counseling from their CPS, FSO, and TMO. The following are some of the many entitlements available are outlined in the Joint Travel Regulations (JTR) Chapter 5 Permanent Duty Travel:

- PCS Allowances (Civilian Employees)(Chp 5)
- Part F – Permanent Duty Travel)
- Part G – Service Agreements
- Part H – Renewal Agreement Travel

Helpful Link: <http://www.defensetravel.dod.mil/site/travelreg.cfm/>

Base Exchange: The Exchange is a joint non-appropriated fund instrumentality of the Department of Defense (DoD). It has an enduring mission to provide quality merchandise and services to customers at competitively low prices that generate earnings which provides dividends to support morale, welfare and recreation programs. The Exchange is directed by a Board of Directors, responsible to the Secretaries of the Army and Air Force through the services' Chiefs of Staff. Shoppers can enjoy Exchange benefits in many ways, with the greatest value being the Exchange pledge "We go where you go," serving troops worldwide.

Helpful Link: <http://shop.aafes.com/shop/>

Commissary: The Defense Commissary Agency (DeCA) strives to sell grocery items at significant savings to enhance quality of life and readiness for members. Items are sold at cost plus a 5% surcharge, which covers the construction of new commissaries and modernization of existing stores. This provides quality products at a savings of 30 percent or more when compared to community supermarkets. Commissaries are a valued part of military life and benefits.

Helpful Link: <http://www.commissaries.com/>



Keep More of Your **Money** with FSAFEDS

As a newly eligible employee, you now have the opportunity to keep more money in your pocket. Most people don't realize how many items and services are eligible under a Flexible Spending Account (FSA). The **FSAFEDS** program can help you save up to 30%* on those expenses. Join your coworkers who already save on the items and services they buy every day. There's an **FSAFEDS** plan to fit any need for you or your family.

Health Care FSA (HCFSA)



The HCFSA helps cover eligible medical, dental and vision expenses that aren't paid by your insurance plan(s) such as:



- Copays (doctor, prescription)
- Deductibles
- Dental cleanings and exams
- Massage therapy
- Mobility aids
- Sunscreen
- First aid kits
- Physical therapy
- Orthodontia
- Eyeglasses
- Prescription sunglasses
- Contact lenses and supplies
- Support braces
- Mileage to/from medical appointments
- Diabetic supplies

Limited Expense Health Care FSA (LEX HCFSA)



The LEX HCFSA is designed to work with the Health Savings Account (HSA) and helps cover eligible dental and vision expenses that aren't paid by your insurance plan(s) such as:



- | | | |
|---|---|--|
| <p>Dental</p> <ul style="list-style-type: none"> • Routine exams • Cleanings • X-rays • Crowns and fillings • Orthodontia | <p>Vision</p> <ul style="list-style-type: none"> • Routine exams • Eyeglasses • Contact lenses and supplies | <ul style="list-style-type: none"> • Prescription sunglasses • Corrective vision surgery |
|---|---|--|

Dependent Care FSA (DCFSA)



While you and, if applicable, your spouse work, attend school or seek employment on a full-time basis, the DCFSA covers eligible child/elder care expenses such as:



- Pre-school
- Nursery school
- Nanny or au pair
- Before/after-school care
- Summer day camp
- Daycare (child or qualified adult)

Find a complete list of eligible expenses and learn more about FSAFEDS on our website at www.FSAFEDS.com

* Assumes a combined tax rate of 30%, including FICA, state and federal income taxes. Actual amounts may vary.

Enroll Now to Start Saving

You have 60 days from your hire date to enroll in the FSAFEDS program, so act quickly. Visit www.FSAFEDS.com, select Enroll In a Plan, New Hire Enrollment, and then accept the FSAFEDS Terms and Conditions to get started. While you're there, be sure to check out all the resources available under the Support & FAQ Center. The FAQs contain important information about plan dates and deadlines, and the savings calculator helps you determine how much you can save with FSAFEDS.

Effortless Contributions

After enrolling, the amount you elect for FSAFEDS is automatically deducted from your paycheck in equal allotments before taxes are taken.

Minimum and Maximum Contributions

The minimum annual contribution for any FSAFEDS plan is \$100. Maximum annual contribution amounts are set by the IRS and may be adjusted annually. Current maximum annual contributions are:

Health Care
FSA and Limited
Expense Health
Care FSA

\$2,700

Dependent Care FSA

\$5,000
(per household)

\$2,500
(if married and filing separately)

Accessing Your Funds

The HCFSA or LEX HCFSA allows access to the full amount of your annual election on the first day of the benefit period. DCFSA funds are available for use after each payroll deduction is deposited into your account. You can access DCFSA funds up to the balance available in your account at the time of claim submission.

Easy Account Management

Your FSAFEDS account can be easily managed through our secure website or mobile app. You can view account information, update your personal profile, submit claims or select to receive payments and reimbursements through direct deposit to your checking or savings account.

Savings Year After Year

The HCFSA and LEX HCFSA allow you to carry over up to \$500 in your account from one plan year to the next as long as you re-enroll during Federal Benefits Open Season for the following year. With far less "use it or lose it" risk, you have every reason to take advantage of the tax savings year after year.

More Time to Spend Your Money

When you enroll in the DCFSA, you'll have an extra 2 ½ months to spend your funds. If you don't use all your DCFSA funds by the end of the benefit period, don't worry! You can keep spending your DCFSA funds through March 15 of the following year.

Have Questions?

We're here to help you understand all the benefits and value you can receive from the FSAFEDS program. Our Benefits Counselors are available Monday through Friday from 9 a.m. to 9 p.m. Eastern Time, excluding holidays. Contact us toll-free at **877-FSAFEDS** (372-3337), TTY: 866-353-8058.



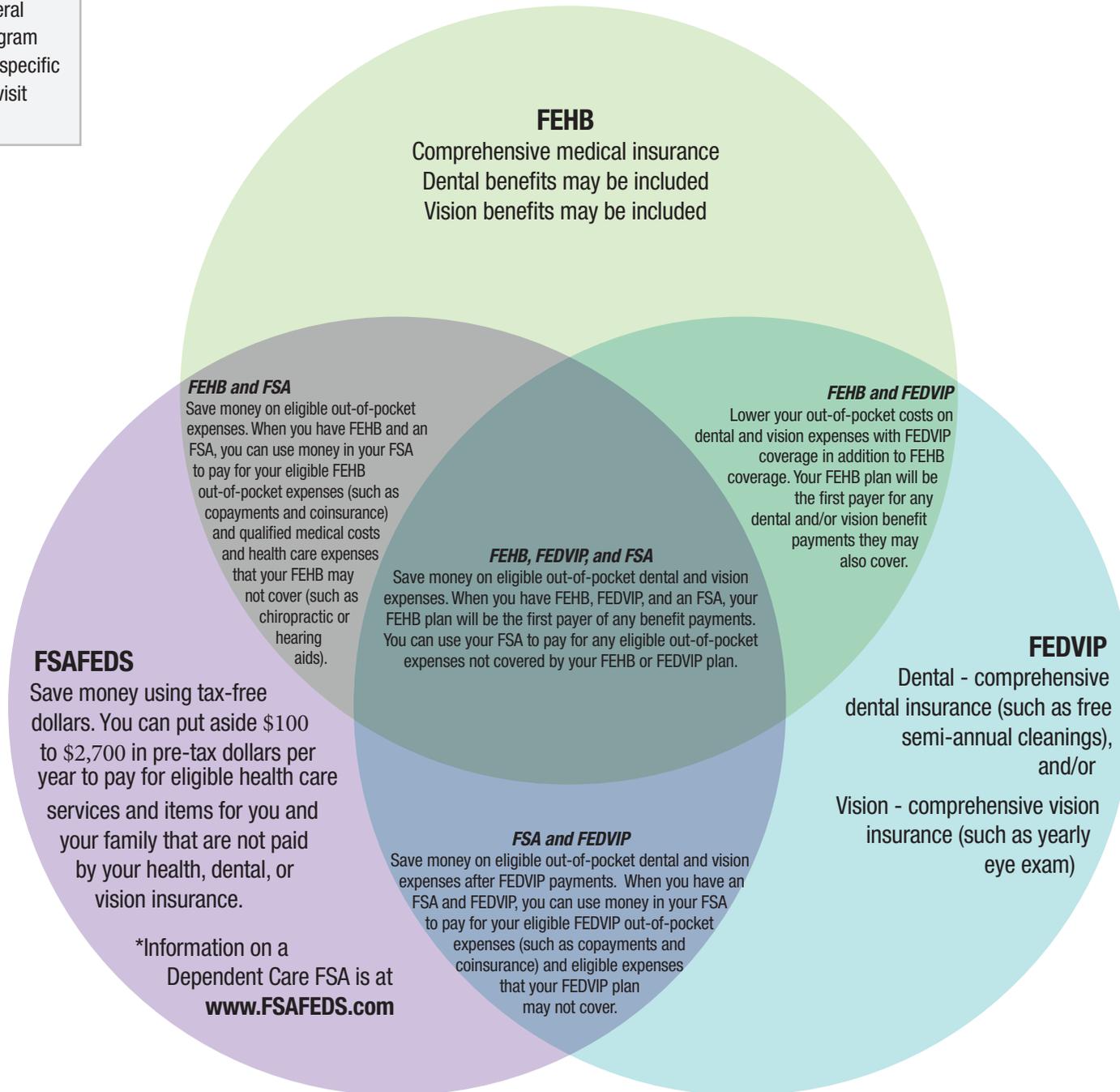
The information presented in this brochure is not all-inclusive, nor a guarantee of eligibility or payment. Eligibility will be determined by the applicable provisions of the plan, based on Internal Revenue Service regulations for FSA programs. The term "savings" herein refers only to tax savings and actual savings are dependent on individual tax rates. No part of this document constitutes tax, financial or legal advice. Please consult your advisor regarding your personal situation and whether this is the right program for you.



The intent of this diagram is to provide you with a general understanding of how the Federal Employees Health Benefits (FEHB) Program, the Federal Employees Dental and Vision Insurance Program (FEDVIP) and the Federal Flexible Spending Account Program (FSAFEDS) work together. For specific information on each Program, visit www.opm.gov/insure.

Circle 'Round Your Benefits

How to Get the Most Value from the Programs



HEALTH INSURANCE

Unexpected accidents and illnesses can be expensive. Even routine doctor visits and prescriptions can add up. With FEHB, you can get **comprehensive health insurance coverage for you, your spouse, and your children under age 26.**

There are no waiting periods and no restrictions on pre-existing conditions. All plans offer preventative services at no cost when received from a Preferred Provider. This includes childhood immunizations, screenings for cancer, diabetes, and high blood pressure, and tobacco cessation services and medications. No matter where you live, you have 11 or more health plan options to choose from, each covering:

- Routine physical exams
- Doctor's office visits
- Specialist visits
- Lab tests
- Prescriptions
- Ambulance services
- Inpatient hospital care
- Surgery
- X-rays
- Maternity care
- Urgent care
- Mental health services
- Stop smoking aids
- Physical therapy
- And more

Who can enroll?

Most Federal employees are eligible

Annuitants may be eligible to continue their FEHB coverage into retirement if they meet certain requirements

Check with your human resources office if you are unsure

When can I enroll?

During your first 60 days as a newly eligible employee; or

During the Federal Benefits Open Season (mid-November to mid-December); or

When you have a qualifying life event such as marriage, divorce, or birth

How much does it cost?

It depends on what plan you select

Each pay period, you pay about 30% of the premium and your agency pays about 70%

Generally you also pay part of the cost for any service you receive

How do I enroll?

Use your agency electronic enrollment system, or

visit www.opm.gov/forms and submit form SF 2809 to your human resources office

Annuitants not currently enrolled in FEHB cannot enroll after retirement

Online tools can help you select the right plan for your family:

Use the plan comparison tools at www.opm.gov/FEHBcompare

Complete cost and coverage information for each plan available at www.opm.gov/health

MORE INFO: www.opm.gov/health

For complete information, including terms and conditions, please review each plan's brochure.



DENTAL INSURANCE

If you want more dental coverage than what your health plan offers, FEDVIP provides **comprehensive dental insurance with no waiting periods** (except orthodontia in some plans). You have several plans to choose from, each covering:

**Routine exams
and cleanings
X-rays**

**Crowns
Root canals
Dentures**

**Fillings
Orthodontics
And more!**

Who can enroll?

Federal employees who are eligible to enroll in FEHB health insurance, but you do not have to be enrolled in FEHB

Annuitants receiving an immediate annuity regardless of FEHB eligibility

Contact your human resources office if you are unsure of your eligibility

Who is covered by my enrollment?

Self Only covers just you

Self Plus One covers you and one specified eligible family member: your spouse or one unmarried dependent child under age 22

Self and Family covers you, your spouse, and all your unmarried dependent children under age 22 listed on your enrollment

When can I enroll?

During your first 60 days as a newly eligible employee; or

During the Federal Benefits Open Season (mid-November to mid-December); or

When you have a qualifying life event such as marriage or losing other dental coverage

How much does it cost?

It depends on what plan you select and where you live. Some areas pay higher premiums than others

Routine basic services like exams and cleanings are covered 100% when you use a network dentist. For other services, you usually pay part of the cost out-of-pocket

Online tools can help you select the right plan for your family:

Plan comparison tools available at www.opm.gov/FEDVIPcompare

Complete cost and coverage information for each plan available at www.opm.gov/dental

ENROLLMENT INFO: www.benefeds.com or 1-877-888-3337

For complete information, including terms and conditions, please review each plan's brochure.



FLEXIBLE SPENDING ACCOUNTS

More than 420,000 Feds use pre-tax dollars to save an average of **30%** on their family's health care and dependent care expenses.

When your insurance only covers part of an expense, or doesn't cover it at all, you're stuck with the bill. Joining FSAFEDS is like getting a **30% discount** on what you, your spouse, and your eligible children under 26 spend on:

Prescriptions

Deductibles & copayments

Office visits

Lab tests

Ambulance

Transportation (if it's a purely medical trip)

Eyeglasses

Prescription sunglasses

Contact Lenses

Laser eye surgery

Orthodontics

Birth control pills

In vitro fertilization

Massage Therapy

Sunblock

First aid kits

Diabetes testing supplies

Hand sanitizer

Wheelchairs and walkers

And more!

You can also use FSAFEDS pre-tax dollars to save about **30%** on your **family's dependent care expenses**. It's like a 30% discount on:

For your children under age 13:

- Day care
- Summer day camp
- Babysitting
- Before and after school care
- Housekeeper whose duties include child care

Non-medical care for any adult who is mentally or physically incapable of self-care, who you claim as a dependent on your tax return, and who lives with you, such as your:

- Parent, grandparent, or in-law
- Spouse, sibling, or adult child

You file claims by mail, fax, or online. Some insurance plans will file claims automatically for you. FSAFEDS quickly reimburses you for these expenses with pre-tax dollars you've set aside from your pay.

- The annual contribution minimum is \$100 for each kind of FSAFEDS account
- Health care participants have until December 31st to incur eligible expenses and can carry over up to \$500 of unused funds into another health care account in the subsequent year if requirements are met
- Dependent care participants have a grace period of an additional 2 ½ months (January 1 through March 15) to continue to incur eligible expenses against their prior year balance if requirements are met. Dependent care participants cannot carry over funds from one benefit period into another
- You can enroll during the Federal Benefits Open Season and must actively re-enroll each year to remain enrolled

MORE INFO: www.FSAFEDS.com or 1-877-372-3337

For complete information, including terms and conditions, please visit www.FSAFEDS.com.



Federal Employees Health Benefits (FEHB) Program

Unexpected accidents and illnesses can be expensive. Even routine doctor visits and prescriptions can add up. With FEHB, you have 15 or more health plan choices. Each plan provides comprehensive coverage for you, your spouse, and your children under age 26. It's competitive; **your agency contributes to the premium**. There are **no waiting periods** and no restrictions on pre-existing conditions. Cheers to health!

Federal Employees Dental and Vision Insurance Program (FEDVIP)

If you want more dental coverage than what your health plan offers, FEDVIP's comprehensive **dental insurance can cover you, your spouse, and your unmarried dependent children under age 22** for cleanings, x-rays, cavities, orthodontics, and more. With 10 dental plans to choose from, it's easy to keep your family smiling.

Federal Employees Dental and Vision Insurance Program (FEDVIP)

If you want more vision coverage than what your health plan offers, FEDVIP's comprehensive vision insurance can cover you, your spouse, and your unmarried dependent children under age 22 for **eye exams, glasses, contact lenses, and discounts on laser eye surgery**. With **4 vision plans** to choose from and **premiums starting around \$3 biweekly**, you're looking well.

Federal Employees' Group Life Insurance Program (FEGLI)

With FEGLI, your family is protected from burdensome funeral costs and catastrophic income loss if you die unexpectedly. You can **get coverage from as little as one year's salary to more than six years' salary** and many options in between. You can also get coverage for your spouse and eligible children. Now that's peace of mind you can live with.

Federal Long Term Care Insurance Program (FLTCIP)

If you cannot perform everyday tasks such as eating, dressing, and bathing because of a chronic illness, injury, disability, or aging, long term care insurance can help you pay for the assistance you need. With FLTCIP, you and your eligible family members can be protected from this **financial burden that can cost an average of \$32,000 to \$91,000 a year**.

Federal Flexible Spending Account Program (FSAFEDS)

More than 420,000 Feds use pre-tax dollars to save on their health and dependent care expenses. It's like a **30% discount** for what your family spends on **prescriptions, doctor visits, glasses, orthodontics**, and **other health expenses**. It's also like a 30% discount on **daycare expenses** for your children under age 13 and on daycare for your adult dependents. When you're in FSAFEDS, you're in the money.

MORE INFO: www.opm.gov/insure

For complete information, including terms and conditions, please visit www.opm.gov/insure.



LIFE INSURANCE

FEGLI can help you **protect your loved ones** from burdensome funeral costs and catastrophic loss of your income if you die unexpectedly.

BASIC

Amount of Coverage: Your annual salary rounded up to the next \$1,000, plus \$2,000
Who is Covered?: You
Cost each biweekly pay period: 15¢ per \$1,000 of coverage (Free for postal employees)
Cost increases with age?: No
Newly eligible employees automatically enrolled?: Yes, unless you waive coverage

OPTION A

Amount of Coverage: \$10,000
Who is Covered?: You
Cost each biweekly pay period: Starting at 20¢
Cost increases with age?: Yes
Newly eligible employees automatically enrolled?: No, you must elect this coverage

OPTION B

Amount of Coverage: 1, 2, 3, 4, or 5 multiples of your salary rounded up to the next \$1,000
Who is Covered?: You
Cost each biweekly pay period: Starting at 2¢ per \$1,000 of coverage
Cost increases with age?: Yes
Newly eligible employees automatically enrolled?: No, you must elect this coverage

OPTION C

Amount of Coverage: 1, 2, 3, 4, or 5 multiples. Each multiple equals \$5,000 for the life of your spouse and \$2,500 for the life of each eligible child
Who is Covered?: Your spouse and unmarried dependent children under age 22
Cost each biweekly pay period: Starting at 22¢ per multiple
Cost increases with age?: Yes
Newly eligible employees automatically enrolled?: No, you must elect this coverage

I want to...	When can I do this?	How can I do this?
Enroll or increase coverage	<ul style="list-style-type: none"> First 60 days as a new or newly eligible employee; or Within 60 days after a life event (marriage, divorce, death of spouse, acquire an eligible child); or Life insurance Open Season (not annual - infrequent); or When you pass a physical exam (Option C excluded) 	<ul style="list-style-type: none"> Use your agency's electronic enrollment system; or Go to opm.gov/forms/standard-forms Submit form SF 2817 to your human resources office Bring a blank form SF 2822 to your human resources office (physical exam applications only)
Cancel or reduce coverage	Anytime	Use your agency's electronic enrollment system or submit form SF 2817 to your HR office
Designate a (new) beneficiary	Anytime	Submit form SF 2823 to your HR office

MORE INFO: www.opm.gov/life

For complete information, including terms and conditions, please visit www.opm.gov/life.



LONG TERM CARE

If you cannot perform everyday tasks such as eating, dressing, and bathing because of a chronic illness, injury, disability, or aging, **FLTCIP can help you pay for the assistance you need.**

Who can apply for coverage?	Why would someone need long term care?	Where would someone receive care?	Cost without long term care insurance
Most Federal employees (check with your human resources office if you are unsure of your eligibility), Annuitants regardless of FEHB eligibility, And their qualifying relatives, including: <ul style="list-style-type: none"> • Spouse • Domestic partner • Adult children • Parents and parents-in-law (of employees only) 	<ul style="list-style-type: none"> • Car accident • Sports accident • Disabling injury • Alzheimer's • Stroke • Multiple sclerosis • Parkinson's • Other disabling condition • Old age 	Home Assisted living facility Nursing home	\$32,000/year \$47,000/year \$91,000/year *Nat'l averages, John Hancock 2016 Cost of Care Survey

How much coverage should I get?	How much does it cost?	How do I get coverage under the Federal Long Term Care Insurance Program (FLTCIP)?
Use the <i>Cost of Care In Your Area</i> tool at LTCfeds.com Consider how much of your own savings you can spend on long term care	Premiums are based on your age when you apply Premiums are not guaranteed and may change in the future Use the Calculate Premiums tool at LTCfeds.com	You must apply, answer health questions, and be approved for enrollment. Your qualified relative can apply even if you do not <ul style="list-style-type: none"> • First 60 days as newly eligible employee (fewer questions - employee & spouse only) • First 60 days after employee's marriage (fewer questions - spouse only) • Long term care open season (fewer questions - infrequent) • Anytime (more questions - all eligible individuals)

MORE INFO: www.LTCfeds.com

For complete information, including terms and conditions, please visit www.LTCfeds.com.



VISION INSURANCE

If you want more vision coverage than what your health plan offers, FEDVIP provides **comprehensive vision insurance for you and your eligible family members**. You have 4 plans to choose from, each covering:

Routine eye exams

Contact lenses

Discounts on laser eye surgery

Eyeglass frames and lenses

Lens options such as shatter-resistant polycarbonate; scratch-resistant, anti-reflective, and UV coatings; and tinted and progressive lenses

Who can enroll?

Federal employees who are eligible to enroll in FEHB health insurance, but you do not have to be enrolled in FEHB

Annuitants receiving an immediate annuity regardless of FEHB eligibility

Contact your human resources office if you are unsure of your eligibility

Who is covered by my enrollment?

Self Only covers just you

Self Plus One covers you and one specified eligible family member: your spouse or one unmarried dependent child under age 22

Self and Family covers you, your spouse, and all your unmarried dependent children under age 22 listed on your enrollment

When can I enroll?

During your first 60 days as a newly eligible employee; or

During the Federal Benefits Open Season (mid-November to mid-December); or

When you have a qualifying life event such as marriage or losing other vision coverage

How much does it cost?

It depends on what plan you select. Vision premiums start at around \$3 biweekly (\$7 monthly) for Self Only

All plans provide benefits for your choice of either glasses or contacts

Online tools can help you select the right plan for your family:

Plan comparison tools available at www.opm.gov/FEDVIPcompare

Complete cost and coverage information for each plan available at www.opm.gov/vision

ENROLLMENT INFO: www.benefeds.com or 1-877-888-3337

For complete information, including terms and conditions, please review each plan's brochure.



UPDATE DATA IN MILCONNECT

Log into U-stack (unclass)

Go to <https://www.dmdc.osd.mil/milconnect>

Sign-in with your CAC

Choose email certificate

Go to My Profile; Update and View My Profile

Choose the CIV, MIL or CTR which ever you are (not the Personal tab)

For Duty Organization Choose: United States Strategic Command

For Duty Sub Org Choose: Joint Warfare Analysis Center

Office Symbol is your Org Code

Duty Installation/Location: Naval Support Activity South Potomac, VA (incl. Indian Head and Dahlgren)

Room: Z# (example Z705)

CIV Duty Address: 4048 Higley Rd, Dahlgren VA 22448-5144, United States

You may add other fields if you choose but they are not required. Once you have updated this please let me know so I can watch to provision your email account.

*Also if you do not have a phone number yet, please remember when you get one to go back into Milconnect and add it to the Duty field. Area Code is (540), first part should either be 653 or 284. If you wish to fill in the DSN it would be 234 for 284 numbers or 249 for 653 numbers. Second four are the same as your duty number.

Ashley

3-3861

-

Updating your Mailing Address

Applicable to: Civilian

Air Force-serviced civilian employees should immediately notify the following when their mailing address changes:

Defense Finance and Accounting (DFAS) Payroll Office

This will update your address in the personnel and payroll systems. There are two ways to update your address with DFAS:

- By logging in to your [MyPay](#) account. Once logged in, the Main Menu will appear. Under Pay Changes, select Correspondence Address.
- By submitting the address change to your local DFAS customer service representative.

Federal Employees Health Benefits (FEHB)

If enrolled, call your FEHB plan and give them your new address. The phone number for your health plan is on the back of your enrollment identification card. Your plan may also allow you to update your address online..

Federal Employees Dental and Vision Insurance Program (FEDVIP)

If enrolled, update your address via the [BENEFEDS](#) portal. Log in, and click the View/Edit Profile button under My Profile. Or, if you prefer, you may speak with a FEDVIP phone representative toll-free at 1-877-888-3337, TTY 1-877-889-5680.

Thrift Savings Plan (TSP)

Submit your new address to DFAS as described above. It will automatically update your record at TSP, usually within two to three weeks of the date the change is submitted. (This is the only way a current employee may change his or her address with TSP.) It is critical that you maintain your address current with the TSP. For example, you may lose your TSP account number, or forget your TSP password or personal identification number, and request TSP to send them to you. If you move but do not submit your address change, TSP will send them to your old address.

Flexible Spending Account (FSA)

If you are participating in the FSAFEDS program, go to the [FSAFEDS](#) website and click on My Account Summary. After logging in, click on Address Information and update your address. Or, if you prefer, you may speak with a FSAFEDS customer service representative toll-free at 1-877-372-3337, TTY 1-800-952-0450.

Long Term Care (LTC) Insurance

If enrolled, go to the [LTC](#) website and log in to your online account. Click on View/Edit Personal Information to update your address. You may also update your address by contacting LTC Partners toll-free at 1-800-582-3337, TTY 1-800-843-3557.

Daily Time Sheet

Name		Department	Location	
Time Record For:		Shift		
Date		Last four of Soc. Sec. #		

Code for hours (RG-Regular, LN-Administrative, LA-Annual Leave, LS-Sick Leave, etc...)	Time Started	Time Stopped	Initials	Total Time
Total				

Signatures

Employee	Department Supervisor
Supervisor	Payroll Department

JOINT WARFARE ANALYSIS CENTER EMPLOYEE
HEALTH & WELLNESS PROGRAM FITNESS AGREEMENT

1. EMPLOYEE REQUEST

An employee requesting to voluntarily participate in Health and Wellness Program (HWP) must complete the following Agreement in its entirety to be eligible for participation in HWP.

I, _____, request approval to participate in HWP as follows:

I request the use of Excused Absence, Pay Code "LN" as indicated below:

		Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Tour of Duty	From:							
	To:							
HWP Hours	From:							
	To:							

I have read JWAC's posted Health and Wellness instruction and agree to comply with all requirements.

I certify that, to the best of my knowledge, I have no medical conditions or limitations that would put me at risk of injury or risk of harm to my health if I participate in HWP.

I understand that participation in the HWP is a privilege, not an entitlement, is subject to supervisor approval, and I will not abuse this privilege in any manner.

Employee's Signature: _____ Date: _____

2. SUPERVISOR DECISION

I retain the right to cancel or amend as necessary, subject to workload and/or mission requirements.

The use of Excused Absence (LN) for participation in HWP is approved as requested.

The use of Excused Absence (LN) for participation in HWP is approved only on the following days and times for the reasons specified below:

Participation in HWP is denied for the following reasons:

Supervisor's Signature: _____ Date: _____



Your Phone

Cisco IP Phone 7841 shown.

- ① Incoming call or voicemail indicator
- ② Line and feature buttons
- ③ Softkeys
- ④ Navigation
- ⑤ Hold, Transfer, and Conference
- ⑥ Speakerphone, Headset, and Mute
- ⑦ Voicemail, Applications, and Directory
- ⑧ Volume

Line and Feature Buttons

Use line and feature buttons to view calls on a line, or access features such as Speed Dial.

Buttons illuminate to indicate status:

- Green, steady: Active call
- Green, flashing: Held call
- Amber, steady: Private line in use
- Amber, flashing: Incoming call
- Red, steady: Remote line in use
- Red, flashing: Remote line on hold

Place a Call

Enter a number and pick up the handset.

Answer a Call

Press the flashing amber line button.

Put a Call on Hold

1. Press **Hold** .
2. To resume a call from hold, press **Hold** again.

View Your Recent Calls

1. Press **Applications** .
2. Scroll and select **Recents**.
3. Select a line to view.

Add Another Person to a Call (7811)

1. From an active call, press **Conference** .
2. Press **Calls**, select a held call, and press **Yes**.

Add Another Person to a Call (7821, 7841, 7861)

1. From an active call, press **Conference** .
2. Select a held call and press **Yes**.

Transfer a Call to Another Person

1. From a call that is not on hold, press **Transfer** .
2. Enter the other person's phone number.
3. Press **Transfer** again.

Make a Call with a Headset

1. Plug in a headset.
2. Enter a number using the keypad.
3. Press **Headset** .

Make a Call with the Speakerphone

1. Enter a number using the keypad.
2. Press **Speakerphone** .

Mute Your Audio

1. Press **Mute** .
2. Press **Mute** again to turn mute off.

Listen to Voice Messages

Press **Messages**  and follow the voice prompts. To check messages for a specific line, press the line button first.

Forward All Calls

1. Select a line and press **Fwd all**.
2. Dial the number that you want to forward to, or press **Voice** **mail**.
3. When you return, press **Forward off**.

Adjust the Volume in a Call

Press **Volume**  up or down to adjust the handset, headset, or speakerphone volume when the phone is in use.

Adjust the Ringtone Volume

Press **Volume**  up or down to adjust the ringer volume when the phone is not in use.

Change Ringtone

1. Press **Applications** .
2. Select **Preferences > Ringtone**.
3. Select a line.
4. Scroll through the list of ringtones and press **Play** to hear a sample.
5. Press **Set** and **Apply** to save a selection.

Adjust the Screen Contrast

1. Press **Applications** .
2. Select **Preferences > Contrast**.
3. Press up to increase, or down to decrease, the contrast.
4. Press **Save**.

Adjust the Screen Backlight

1. Press **Applications** .
2. Select **Preferences > Backlight**.
3. Press On to set the backlight on or press Off to set backlight off.

User Guide

View the full User Guide at <http://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-7800-series/products-user-guide-list.html>.



REMINDER THAT YOU MUST PUSH THE BUTTON TO TALK AND LET GO OF THE BUTTON IF YOU ARE NOT TALKING.

IF YOU SHOULD NEED ANY ASSISTANCE CONTACT KATHLEEN CUSHMAN, 540-284-0699

DEFAULT PIN FOR VOICE MAIL IS: 147369

Protecting JWAC Data in Email

Digitally Sign AND Encrypt all e-mail sent on an unclassified system, regardless of its destination, if it contains:

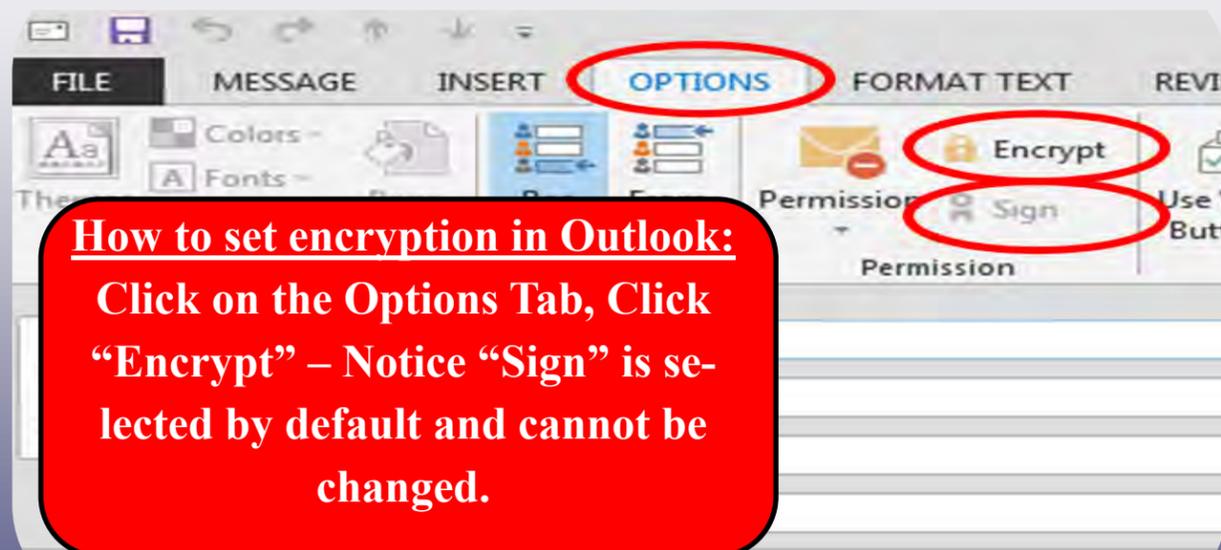
- Sensitive (e.g., FOUO that is not approved for public release, contracts, proprietary) OR Critical Data, or any item on the JWAC Critical Information List
- PII Data
- DoD payroll, finance, logistics, personnel management, proprietary data
- Foreign Government Information
- Operational Information regarding status, readiness, location or operational use of forces or equipment

Digitally Sign all e-mail that contains:

- An active hyperlink and/or attachment(s)
- Formal direction to a government employee or contractor
- A JWAC official position on any matter
- The use of funds in some manner (e.g. commitment, authorization, denial.)
- An official record requiring authentication

****All email sent in Outlook on JWAC UNET is digitally signed by default****

For assistance digitally signing email in OWA, contact Cybersecurity.



For sensitive data that cannot be encrypted before e-mailing, users will upload the data to a Public Key-Enabled website (e.g., Army Safe Access File Exchange- <https://safe.amrdec.army.mil/SAFE>) or Encrypt using WinZip (Available in Software Center.)

Contact Cybersecurity for assistance.



Commander's Vision & Intent

10 Things You Didn't Know

1. You are free to execute any action that is encompassed by the Commander's intent.
2. Integration is every single STRATCOM member's responsibility.
3. You are encouraged to bring ideas outside the Commander's intent forward for permission to execute.
4. Lateral integration is an implied task in everything we do.
5. Recognize that USSTRATCOM is a Warfighting Command.
6. Develop the next generation of professionals for success in future conflicts.
7. Proactive anticipation provides a more meaningful response.
8. Move quickly to implement the Commander's intent.
9. Our top modernization challenge is the Nuclear Triad and Nuclear Command and Control, which must be prioritized before Space, Cyber, and Missile Defense.
10. STRATCOM's ENDS: Adversaries deterred, Allies assured, Terrorists defeated, Forces prepared.

